



Covid-19 Procedures
November 1, 2020

At Sweetwater Lift Lodge, we are committed to maintaining a safe and stress-free environment for all guests and team members. Please find our Covid-19 related policies, procedures and protocols below.

We closely monitor government policy updates, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements to make appropriate adjustments, as necessary.

Employee and Guest Health

- Physical Distancing

- All persons should practice physical distancing by standing at least six feet away from other groups of people not traveling together while standing in lines, using elevators or moving around the property. Lobby seating, and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

- Hand Sanitizer

- Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee locations and contact areas such as reception areas, and hotel lobby.

- Signage

- There will be health and hygiene reminders throughout the property

- Guest Health Concerns

- Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property and are ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel staff (guests).

- Case Notification

- If we are alerted to a presumptive case of COVID-19 at the resort, we will work with government officials to follow the appropriate actions recommended.

Guest Arrival

- Sanitation and Mask Usage

- Sweetwater staff members will greet each guest as they arrive to the hotel. Staff will check and verify the temperature of guests. Guests will be asked to use hand sanitizer and to wear a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort. Guests refusing to wear a mask or abide by these policies will be asked to leave the premises for the safety and wellbeing of other guests and team members.

- Hotel Guest Elevators

- An employee will be sanitizing the button panels at regular intervals

Health & Sanitation Guidelines

- Cleaning Products and Availability

- Our hotel uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

- Public Spaces and Communal Areas

- The Sweetwater Lift Lodge's cleaning and sanitizing procedures have been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counter, bell carts, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, pool and barbecue area, and all seating areas.

- Guest Rooms

- Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

- Laundry

- All extra clean bed linen and laundry will be delivered as requested daily and continue to be washed at a high temperature to sterilize and clean in accordance with CDC guidelines.

- Room Recovery Protocol

- In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol.

Hotel Operations

- Physical Distancing Protocol
- Employees do not handle any cash or coin transactions at check-in or check-out
- Maximum of two employees at counter

Guest Considerations

- Guest packages delivered to the rooms will be placed outside the guest room. Guests will be alerted by the Front Desk that a package has been delivered.

Pool Operations

- Lounge chairs, will be sanitized after each use
- Lounge chairs will be set and configured with appropriate physical distancing
- Physical distancing of six feet will be exercised within the pool and monitored by hotel staff

Housekeeping

- Extra clean guest linen will be delivered at the room door. Any dirty linens from guest rooms are left at the room door.
- Housekeeping staff sanitize cleaning carts and cleaning products before entering guest rooms
- Specific sanitation consideration will be paid to the following guest room areas
 - Desks, counter tops, tables and chairs
 - Phones and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities