

WEARING OF MASKS: The mask mandate issued by the Governor of Wisconsin is no longer in place and instead each community is responsible for determining whether to institute a local mask mandate or not. Door County has issued a Mask Advisory advising all citizens and visitors to continue to wear their masks in accordance with CDC recommendations. In order to provide a safe and healthy environment for all visitors to our community, as well as all local residences, we ask that our guests continue to wear masks in accordance with the current CDC guidelines, and especially when visiting the front desk, lobby or continental breakfast area.

GUEST SERVICES INITIATIVES

1. All guests will be asked prior to and upon arrival to notify the resort management if they or anyone in their party has had a fever or two or more symptoms of COVID-19 within 14 days of their reservation date. For the safety of our other guests and staff, if anyone in your party has a fever or two or more symptoms, we will be happy to reschedule your reservation with no penalty to you, rates may vary, or cancel with a full refund.
2. Upon check-in, we ask that only one member of your party checks in at the front desk.
3. Guests will have limited contact with staff, as they are asking to slide their own credit card, present a form of ID, and sign the registration. All equipment is sanitized after each guest use.
4. We ask that all guests respect a proper physical distance staying 6-feet from anyone not in your group
5. All keys will be sanitized prior to being presented to our guests. All rooms are inspected for sanitation prior to check in.
6. EPA approved disinfectant will be used resort-wide when sanitizing and cleaning rooms and common areas.
7. Sanitizer stations are located throughout the resort.
8. Signage will be placed throughout the resort, reinforcing proper hygiene
9. Quick check out is made easy for our guests as room key drop boxes will be located outside our lobby door to limit contact.
10. For the health and safety of our guests and staff, we are modifying our continental breakfast at this time to only provide pre-packaged food items. We will continue to make adjustments to our breakfast selection based on guidance received from the state and local health authorities and the CDC. Please contact our General Manager, Rita Gonzalez for further information if needed. Thank you for your cooperation.

GUEST ROOMS INITIATIVES

1. For the safety of our guests and staff, housekeeping will not enter an occupied guest room. Traditional stay over service/daily in-room housekeeping will no longer be available. However, we will deliver any additional amenity requests. We will change out bedding for any guests staying 4 or more nights, at the request of the guest.
2. High touch items have been removed from each room, including our informational binder, paper, menus, and brochures. For any additional information about the area or things to do, please ask our Front Desk.
3. Our standard practice has always been that all used and unused linens and towels are to be removed from the room and washed after each check-out and replaced with freshly cleaned linens and towels.

ADDITIONAL INITIATIVES

1. The CDC states, "There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.
2. EPA approved chemicals are used, and safety and cleaning protocols will be instituted throughout the resort.
3. Chairs and loungers will be sanitized frequently
4. Some of the chairs and loungers will be removed to aid in physical distancing
5. The grilling area, fire pit, and games will be sanitized frequently
6. Sanitation wipes and masks will be readily available

STAFF INITIATIVES

1. Daily temperature checks will be required for all our staff prior to working on the property. Any staff member with a temperature higher than 100.4 or exhibiting or having two or more COVID-19 symptoms will not be allowed to work.
2. All our staff will be required to wear all required PPE equipment as required for their position while on the property.

If you have any questions or need any additional information about how we support the health and safety of our guests and staff, please contact our General Manager, Rita Gonzalez.