

Dear Valued Guest,

We appreciate you choosing the Pine Grove Resort for your travel plans this upcoming season or, if not this season, having stayed with us in past seasons. As you plan your visit to our hotel, you may have questions about our efforts to address Coronavirus (COVID-19). While this situation continues to evolve, as of the date of this letter, there have not been any reported cases in Door County; and we are reaching out to you personally to share with you the changes and policies we are putting into place. The safety and security of our guests and staff remain our highest priority; and therefore, we want to make sure special precautions are not only implemented but followed by our guests and staff.

Specifically, we are implementing the following:

- We are increasing the frequency of cleaning high-touch surfaces in the guest rooms and public areas of our hotel, as well as providing hand sanitizers in all common areas including the main office and lobby, public bathrooms, breakfast area, fitness room, and pool area.
- We are ensuring employees follow protocols of frequent hand washing, through regular communication, signage in key employee areas, and reinforcing training policies to ensure cleaning routines are executed at the highest standard set by our management and public health agencies.
- We are adjusting our breakfast service to comply with Food Safety Recommendations. This includes, but is not limited to, having all food pre-packaged, upholding all food safety regulations and cleaning standards, and having washing and sanitizing stations available. Our afternoon cookie bake will be replaced with individual pre-packaged bags given out to guests at check-in only.
- We are requesting that all guests and hotel employees who have a fever, cough or shortness of breath to please stay home until they are free of symptoms.

If you have a current reservation, please note that effective March 14, 2020 through May 26, 2020, under these unfortunate circumstances, the following adjustments have been made to our rescheduling and cancellation policies:

- Guests may reschedule your reservation without a fee, availability permitting. New rates may apply on future dates.
- Guests that cancel outside of 72 hours of your scheduled arrival date may do so with a \$15 cancellation fee. Any remaining deposit will be returned within thirty (30) days of cancellation.
- Guests that cancel within 72 hours of your scheduled arrival date may do so with a \$15 cancellation fee. Any remaining deposit will be converted to a gift certificate for future use.

We appreciate your business and we are committed to following the recommendations from health authorities to give you peace of mind as you plan your visit.

We are excited for the upcoming season, as we have upgraded many of our guest rooms, as well as other new and exciting improvements. Thank you for your continued loyalty and business. We look forward to having you stay with us.

Best Regards,  
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*A Great Place to Stay in Door County*