



## Red Sleigh Inn Operating Guidelines

### Prior to Arrival

1. Upon making your reservation you are confirming;
  - a. You have not been in close contact with a confirmed case of COVID-19
  - b. You are not experiencing a cough, shortness of breath or sore throat
  - c. You have not had a fever in the last 48 hours
  - d. You have not had changes in your sense of taste or smell

### Arrival/Check In

1. Room keys will be disinfected prior to being handed out as well as when they are returned.
2. Social distancing measures are encouraged on the part of staff and guests at check-in and throughout their stay. When a distance of 6' is not possible, staff and guests are strongly encouraged to wear masks.
3. Enhanced sanitization procedures will be in place throughout the Inn such as surfaces, stair handrails, light switches, remotes, door handles, etc. in addition to our heightened disinfecting taking place regularly.
4. Hand sanitizing stations will be available throughout the common areas of the Inn for the use of all guests and staff.
5. The Red Sleigh Inn reserves the right to ask any guest to leave the property if that guest or someone in their travelling party is acting in an unsafe manner toward another guest or behaves in a manner which creates an unsafe environment for any or all of our guests.

### Rooms & Cleaning

1. Shampoo, conditioner and hand soap will be provided in all guest rooms upon arrival. All guest amenities will be sanitized once the guest has checked out including non-disposable soap, shampoo, conditioner and hairdryers.
2. We are not providing daily housekeeping services, guests may request additional toiletries, or linens at the inn keepers service door.
3. Enhanced and thorough cleaning protocols have been implemented in guestrooms including protocols for the room, linens, and all touchpoints (e.g., faucets, door handles, light switches, thermostats, clocks, and hangers) to be disinfected as well as each guest room being sprayed with aerosol disinfectant after each room has been cleaned.

### Breakfast Protocol

1. Breakfast times will remain at 7:30am or 8:30am – we have modified our seating arrangements so that every guest can comfortably sit 6ft apart.

2. We will no longer offer 'serve yourself' style for fruit, yogurt, baked goods, juice or coffee. We will take your order for each of the following and serve those to you individually.
3. Meals will remain individually served with the option of a to-go breakfast sandwich, or a sit-down meal.

### **Guest & Staff Interaction**

1. Carly & CJ, the owners of the Red Sleigh Inn, will follow strict social distancing guidelines, including utilizing masks when within six feet of guests, maintain frequent and stringent hand-washing protocols, and will continually clean surfaces and touchpoints throughout the Inn.
2. There are no other staff members besides the owners.
3. Signage will be displayed on-property reiterating social distancing guidelines, personal sanitation guidelines, and the importance of surface cleaning.
4. Guests who are unwell with any symptoms of fever, flu or respiratory problems are asked to consult a doctor immediately and to not travel to our property. If symptoms occur after arrival, we ask that the guest consult a doctor immediately and they and their travelling party quarantine until such time they can consider checking out.
5. Guests are not required to wear masks unless they are within six feet of another guest or staff member. Guests are not encouraged to wear gloves, rather they should follow strict hand washing and hand sanitizing guidelines