

# SWAN MOUNTAIN RESORT

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May 27, 2020

Dear Owners & Guests,

Welcome Back! We will be opening on Monday, June 1<sup>st</sup>.

Over the past few months, COVID-19 has certainly changed the way we live. As things slowly start to return to a sense of normalcy, our priority is the safety and health of our Owners, Guests, and Staff. We want to keep everyone safe while maintaining our 'Physical Distance'.

When vacationing at Swan Mountain Resort, we would ask that each of you keep your physical distance and ensure that your friends and family members do so as well. Gatherings of more than ten people in one spot at any given time are prohibited, based on a mandate from the Governor of Colorado.

When vacationing at Swan Mountain Resort we also ask that you:

- Bring your own masks, required for all individuals in public areas
- Provide your own hand sanitizer for personal use
- Maintain six feet of physical distance
- Practice frequent hand washing and hand sanitizing
- Limit direct contact with staff for any request and/or questions by phone
- Adhere to a maximum of two guests in the office at one time
- Understand that early check-in/late check-out requests will not be honored
- Understand that the clubhouse, pool, hot tubs, and exercise room will not be available
- Understand the contagious nature of COVID-19 and voluntarily assume the risk of exposure
- Seek medical attention for any of the following symptoms: fever, cough, muscle aches, difficulty breathing, headache, or any other symptom of COVID-19
- Return to your primary residence if any member of your travel party tests positive for COVID-19

While housekeeping service during stays will be discontinued, guests may request additional items by calling the office. The items will be delivered in plastic bags and left at the entry of the unit. All hard surfaces and high-touch areas are completely disinfected when cleaning units. Disinfectant cleaner is provided for guest use in all units.

The office will remain open, however, only two guests at a time will be permitted. Please be mindful of others and send one person per party at a time. You may also call the office with additional requests.

We are in constant communication with our staff to reinforce sanitation procedures. We are sanitizing high-traffic areas at an increased frequency.

- Public touch points, such as handrails, door handles, and knobs are cleaned multiple times throughout the day
- Surfaces in the office such as the front desk, counters, and tables are wiped regularly
- Required staff hand washing procedures to take place multiple times during shifts

For our staff, we have implemented health screenings and required staff to wear masks during all shifts. Additionally, we have provided signage promoting social distancing for owners, guests, staff, and vendors.

For more information, contact Dyanne at 928.202.4322 or [dyanne@swanmountainresort.com](mailto:dyanne@swanmountainresort.com).

Welcome Back! We are excited to see everyone again!