

## LOP Covid19 Protocols

There will be many facets to our enhanced sanitation standards that will happen behind the scenes and we want to share some of those with our guests or folks thinking about booking a stay with us.

***EFFECTIVE JULY 8, 2020, all guests are REQUIRED to wear a face mask/covering while inside of the building of Lookout Point Lakeside Inn - with the exception of their guest room. This is per Hot Springs city ordinance and Arkansas State Mandate and is enforceable by law. We greatly appreciate your cooperation in keeping everyone safe.***

We are following CDC guidelines to help keep everyone safe and healthy. For those who are familiar with Lookout Point, it will not be a surprise to learn that we are going beyond the requirements and recommendations.

Here are the key items and this list has been updated on October 14<sup>th</sup>, 2020:

- Touchless and Social Distant Check-ins. Our guests will call us from their car when they arrive, and they will receive instructions on safely entering our secure building. The check-in process will be streamlined, and our team will always be at a safe distance and wearing masks.
- Our famous 2-course gourmet breakfasts will be enjoyed in the privacy of all guestrooms. \*All our guest rooms have been reconfigured with comfortable dining areas. These private dining areas will also be ideal for guests wanting to partake restaurant take-out options to enjoy at LOP instead of dining-in at local restaurants. \*Several guest rooms are not conducive to private dining set-ups; guests may still enjoy room delivery in these rooms. We will happily guide you of course, if you wish to book a room with a private dining table. Call or email us.
- Our typical room 'refresh' that happen for guests staying multiple nights will no longer take place unless specifically requested by guests. Our Covid19 protocol will require the guest to be out of their guest room for 90-minutes to receive a room refresh. Alternatively, guests will be provided a clean, washable canvas laundry bag each day for any towels to be exchanged out during their stay (although we are a green hotel and love it when our guests hang and reuse their towels!). We also have a simple and quick procedure for removing trash from our guests' rooms safely without having to enter the room. This information is provided at check-in
- We will be asking all our guests to maintain 6-foot social distances from our team and other guests they are not traveling with. The team will always all wear be wearing masks, and guests MUST wear them when in the common areas or around others indoors.
- We have touchless hand sanitation stations permanently installed all over the inn.
- Between guests, all our guest rooms will be cleaned and sanitized to the highest possible degree by our amazing housekeeping staff, using EPA approved disinfectants. Our Housekeeping Team will be safely outfitted with gloves and masks as they ready each room for new guests.
- We have removed all items from guests' rooms that are not able to be sanitized. Things like decorative throw pillows, and magazines, be removed until we are confident the virus is no longer a threat. Extra pillows and blankets will be available at the request of each guest before or at check-in, or anytime during their stay. We will no longer store these extras in the closets.
- Cookies: Our Cookies! People love our freshly baked cookies are available upstairs and downstairs in the common areas on individual plates securely wrapped in plastic on the upstairs buffet as well as the one in the main lobby. These are still part of our offering. Remember that gluten-free/nut-free/sugar-free/etc. options will all be made for guests requesting these specific preferences.

We are proud to be a SafeStay property. The American Hotel and Lodging Association has provided this initiative to help hotels like ours make our guests and Team as safe as possible during these uncertain times.

