



Summer 2020

The team at Port Cunnington Lodge has been hard at work, developing new ways of protecting the health of all our guests and team members, keeping everyone safe.

As with most things these days, please expect the resort experience to be adjusted this year to ensure COVID prevention measures are in full force.

We ask that you follow our **COVID PROCEDURES** while at the lodge which includes:

### ***Protecting Yourself and Others***

- Please stay home if:
  - You have been advised by a medical professional to self-isolate
  - You have had a suspected or confirmed case of COVID-19 in the last 14 days or have been in close contact with someone who has
  - You are experiencing any symptoms of COVID-19 including cough, fever, respiratory problems or sudden loss of smell or taste
- Practice safe physical distancing of at least 2 metres (6 feet)
- Exercise good hygiene including proper handwashing and the use of hand sanitizer
- Wear your own mask where physical distancing may be a challenge and always where it is required including in some of the attraction areas
- Follow directional arrows while travelling around the lodge
- Use credit or debit as the preferred method of payment

### **Check In and Out**

- Alcohol-based hand sanitizer will be available at the entrance to guest services for guest use.
- Protective plex-glass is in place at the Front Desk to enable the guest to experience a warm welcome while remaining protected.
- Limit guests from gathering while waiting in line, use signage and control access to the building.
- One-time use guest welcome information will be given at time of check in.
- Only credit and debit are accepted (no cash) and payments taken in advance when possible.

### **Through out the Lodge:**

- Physical distancing and directional floor markers, signs are in place throughout the lodge, indoors and outdoors.
- Guests are expected to follow signage indicating proper queueing procedures and physical distancing standards of 2m (6 feet) apart
- Guest Services building is the main point for check in/out, waterfront rentals, and sundry purchases while at the lodge.

- Mask use will be mandatory for all lodge employees when physical distancing standards cannot be upheld
- Limiting the number of guests onsite at any given time to only registered guests.
- Curbside take out and food delivery service only; no restaurant dining
- Guests are encouraged to pay by debit or credit.
- Debit and credit terminals will be sanitized after each use

#### **In your Cottage:**

- Each cottage will have a 48-hour gap between guest departure and cleaning/sanitizing. Only then will a new guest check-in to the cottage.
- Guest rooms have been stripped of all unnecessary amenities that cannot be cleaned and sanitized after guest departure.
- Enhanced cleaning focus on high touch areas including switches, handles, knobs, major bathroom surfaces, climate controls, and hard surfaces.
- Daily Housekeeping service is suspended. A system is in place to enable guests to receive fresh supplies each week, without having a lodge employee enter the cottage.

#### **On the Waterfront, and Recreation services**

- Waterfront opened with restrictions.
- Chaise lounge and Muskoka chair placement to ensure social distance at waterfront
- Chaise lounges and Muskoka chairs will be cleaned daily.
- Waterfront activities will require a reservation to ensure that physical distancing is feasible.
- Canoes, paddle boards, kayaks and paddle boats are available with advance reservation.
- PFD's (Life jackets) will not be provided.
- Limited PFD's will be available for sale at guest services.
- Walking trails are open.
- Tennis courts are available. You must provide your own equipment.
- Fitness room is closed.
- Guest laundry room is available for a fee and by reservation.
- Nightly bonfire pits are available for a fee and by reservation

#### **Our Team Members:**

- Frequent disinfecting of all high touch areas
- Hand sanitizer stations at key traffic areas and entrances
- Each team member is committed to washing or sanitizing hands every 20 minutes.
- The lodge provides Personal Protective Equipment for all employees.
- Every team member at the lodge has received and will continue to receive Health & Safety training.