



March 19, 2020

To Our Valued Guests:

We wanted to provide an update to our previous messages about the measures that we at the Eden Resort & Suites are taking to address the current situation with the novel Coronavirus (COVID-19).

We are continuing to closely monitor the situation on a daily and hourly basis by obtaining updates from federal and state agencies, health organizations, and other experts.

The safety and security of our guests and team members remains our highest priority.

Our restaurants are currently offering breakfast and lunch for take-out or delivery only through at least the end of the month (note that we offer delivery to your room here at the hotel and delivery services can be used for local deliveries). All take-out orders, including those for Garfield's, can be picked up at Arthur's Terrace, whose entrance is located inside the hotel, just off the main lobby. Previously, we had suspended all of our brunches, including our signature Champagne Sunday Brunch, and they will remain so at least through the end of the month.

Although we are not currently offering dinner on-site, there is a 24-hour convenience/gas store (Sheetz) located on our premises just steps from the main hotel with made-to-order hot and other food, and there are many nearby restaurants that offer take-out and delivery.

In addition to this change in our restaurants, our pools, hot tub, fitness center, and sauna are closed through at least the end of the month.

Out of an abundance of caution, we have also decided that we will not host any meetings or events through at least the end of the month, regardless of how many attendees are anticipated. For those who already have such meetings or events scheduled here for that time, we will be in contact with you regarding your meeting or event.

We have always had robust cleaning processes in our rooms, kitchens, public spaces, and other areas, and we will continue using hospital-grade disinfectants. As an extra level of precaution, we have implemented additional procedures:

- We have increased the frequency of cleaning in our public spaces, continuing the use of our hospital-grade disinfectant for round-the-clock disinfection of our high-touch areas;

- We have increased access to hand sanitizing stations throughout the resort; and
- We have expanded employee sick policy, advising that team members who are ill stay home and requesting that those who show symptoms while at work are sent home.

We are committed to these enhanced practices. Please be assured that we will continue to monitor the situation closely, and we will readdress our current measures should the condition warrant a change. We will keep you abreast of any updates via our website and social media.

Thank you for your interest in the Eden Resort & Suites. We sincerely appreciate your continued trust in us, and we are ready to welcome you, whether now or in the future, with the exceptional service that you have come to expect. We wish you and your family and friends the best during this difficult time.

Sincerely,

Maria-José Tennison, General Manager

Stephen Sikking, Managing Partner

Drew Anthon, Owner