



# Frequently Asked Questions re: COVID-19 Procedures

September 17, 2020

*(note: we continually evaluate our procedures in light of state and federal guidelines, and our answers below will be updated accordingly, if necessary)\**

## Questions

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\* If you review this document on our website, you should first refresh/reload our homepage ([EdenResort.com](http://EdenResort.com)) and the FAQs document page to see the latest updates.



## **Answers**

### **1. Is the resort open?**

Yes, we are open and operating with a safety-first mindset. Our current procedures are designed in accordance with state and federal guidelines to promote safety and social distancing.

### **2. What resort amenities are currently available?**

The following resort amenities are currently available for use by our resort guests:

- Heated outdoor pool & Kidz Water Zone;
- Outdoor recreation area – ping pong, billiards, basketball, shuffleboard, bocce ball, putting green, and kids' playground;
- Picnic area with gas grills;
- Heated indoor pool & whirlpool;
- Fitness center;
- Business center; and
- On-site dining service (see answer #7 below for more details regarding our on-site dining service).

### **3. What resort amenities are not currently available?**

The following resort amenities are currently not available until further notice: sauna and electronic game room.

### **4. What are the procedures for the pools and other recreation areas?**

Our pools, outdoor recreation areas, and picnic area with gas grills are available to our resort guests, and reservations are required for some:<sup>1</sup>

- Outdoor Pool & Kidz Water Zone - On Fridays, Saturdays, and Sundays, our outdoor pool and Kidz Water Zone are operating on a reservation system. At or after the time you book a guest room, you can reserve a time slot for our outdoor pool and Kidz Water Zone by calling Reservations at 866.801.6430. You can reserve one time slot for each day, and you can add more time each day by filling in any unreserved time slots. Following state and federal guidelines, we are

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<sup>1</sup> You can currently reserve time slots that start at or after check-in time (4:00pm) and that start at or before check-out time (11:00am). Upon arrival, you can inquire about other time slots available.



currently limiting the number of guests in the pool area at any one time. Reservations are not required on Monday through Thursday, but the number of guests in the area may not exceed the limit.

- Indoor Pool & Whirlpool - On Fridays, Saturdays, and Sundays, our indoor pool and whirlpool are operating on a reservation system. At check-in, you can reserve a time slot with the Front Desk. You can reserve one time slot for each day, and you can add more time each day by filling in any unreserved time slots. Following state and federal guidelines, we are currently limiting the number of guests in the pool area at any one time. Reservations are not required on Monday through Thursday, but the number of guests in the area may not exceed the limit.
- Fitness Center - At check-in, you can reserve a time slot with the Front Desk. You can reserve one time slot for each day, and you can add more time each day by filling in any unreserved time slots. Following state and federal guidelines, we are currently limiting each time slot to one room/party.
- Gas Grill & Picnic Table - At or after the time you book a guest room, you can reserve a time slot for a gas grill and corresponding picnic table(s) by calling Reservations at 866.801.6430. Each time slot for a gas grill and corresponding picnic table(s) is for 2 hours. You can reserve one time slot each day, and you can add more time each day by filling in any unreserved time slots.
- Outdoor Recreation Areas - Outdoor recreation areas (ping pong, billiards, basketball, shuffleboard, bocce ball, and putting green) are on a first-come, first-served basis each day by inquiring at the pool house at the entrance to the outdoor pool. If others are waiting for a particular recreation area, the limit for that area is 1 hour, with additional time allowed if available.



**5. What are your cleaning protocols throughout the resort, including guest rooms?**

Although we have always had robust cleaning processes in our rooms, public spaces, kitchens, and other areas, and we use only hospital-grade disinfectants, we have revised our cleaning protocols to continue to reflect industry-leading cleaning practices (see our [health & safety enhancements video](#)):

- All of our cleaning practices follow the latest in CDC disinfection guidelines;
- We have increased the frequency of cleaning in our public spaces, including increased disinfection of high-touch areas;
- We use electrostatic sprayers to disinfect guest rooms and public spaces; and
- We have increased access to hand sanitizing stations throughout the resort.

**6. What is your housekeeping policy for a multiple-night stay?**

For guests staying multiple nights, we currently have a no-room-access housekeeping policy – our team members will not enter a guest’s room to clean it. Instead, if a guest requests, our team will deliver new bed linens, towels, and any other needed amenities in a bag that is left outside the guest room door. The guest can then put any dirty linens and towels in the bag and leave it and any trash bag outside the door for our team to collect.

**7. What on-site dining options are available?**

We offer in-restaurant dining, room service, and take-out. We also offer poolside delivery for overnight resort guests who have reserved a pool session. Pursuant to current state guidelines, in-restaurant and poolside dining are offered at reduced capacity with socially distanced spacing between parties.

Our dining service is currently available to overnight resort guests only.

In-restaurant dining is offered in Arthur’s Terrace, and we will be using the adjacent 3-story, skylighted Courtyard for additional socially distanced seating.

All of our brunches, including our signature Champagne Sunday Brunch, are currently suspended until further notice.

For more information regarding our on-site dining service (including menus and hours), visit the [Dining & Drinks](#) section of our website.



## 8. Can I have my wedding or other event there?

Yes. Pursuant to current state guidelines, we are permitted to host indoor events of up to 25 people. We also have an outdoor event space – the Regency Garden Terrace – where we can host up to 125 people. We will follow state and federal guidelines with respect to when and how we can increase that maximum number. You may contact our Sales team to inquire about having your event here – 717.560.8400 or [Sales@edenresort.com](mailto:Sales@edenresort.com).

## 9. Are masks / face coverings required?

Pursuant to current Pennsylvania state law,\* everyone is required to wear masks “in any indoor location where members of the public are generally permitted,” which includes all publicly accessible areas inside the resort (note: this requirement does not apply to guests in their own guest rooms). Also pursuant to the law, people are required to wear masks outdoors *only if* “unable to consistently maintain a distance of six feet from individuals who are not members of their household.” Additionally, we require that masks be worn outside when entering the pool area and when requesting amenities/items from our team members, who will also be wearing masks. Be aware that the spaces for each party at our Outdoor Pool & Kidz Water Zone areas are at least six feet apart, as are our other outdoor recreation areas.

## 10. What other venues are open in Lancaster?

Here is a sampling of some popular venues in or near Lancaster that are currently open:

- [Hershey Park](#) (open at least on weekends – see website for details)
- [Hershey Chocolate World](#) (open)
- [Strasburg Railroad](#) (open)
- [Kitchen Kettle Village](#) (open)
- [Tanger Outlets](#) (open)
- [Rockvale Outlets](#) (open)

There are other venues that are open. To find the most up-to-date information, we suggest that you visit [LancasterPA.com](http://LancasterPA.com), [DiscoverLancaster.com](http://DiscoverLancaster.com), and the websites of the venues that are of interest to you.

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\* Masks are not required for children under 2 years old, for individuals who cannot wear a mask due to a medical condition, for individuals who would be unable to remove a mask without assistance, or for individuals who are communicating with someone who is hearing-impaired or with someone who has another disability where the ability to see the mouth is essential for communication.



#### **11. Will I be safe if I visit the resort?**

We are taking enhanced health and safety measures – for you, our other guests, and our team members – and we are committed to these enhanced practices.

An inherent risk of exposure to bacteria and viruses, including COVID-19, exists in any public place where people are present. The resort cannot guarantee that you, or those in your party, will not be exposed during your visit. By visiting the Eden Resort & Suites, you voluntarily assume all risks related to such exposure.

We appreciate our guests partnering with us to help keep each other safe and healthy.

#### **12. Where can I learn about any updates to the resort's current procedures?**

We will continually evaluate our procedures in light of state and federal guidelines. When any of our procedures change, we will update this FAQs document and post it on our website – [EdenResort.com](https://www.EdenResort.com).<sup>\*</sup> We will also post significant updates on [Facebook](#) and [Instagram](#).

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 time.

If you have any further questions, please do not hesitate to contact us at [eden@edenresort.com](mailto:eden@edenresort.com) or 717.569.6444. We look forward to welcoming you here on your next visit!

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