



Frequently Asked Questions re: COVID-19 Procedures

May 2, 2021

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

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* If you review this document on our website, you should first refresh/reload our homepage (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:

- Heater outdoor pool & Kidz Water Zone (weather permitting) (see answer #4 below for more details regarding use of our recreation facilities)
- Outdoor recreation area – ping pong, billiards, basketball, shuffleboard, bocce ball, putting green, and kids' playground (see answer #4 below for more details regarding use of our recreation facilities);
- Heated indoor pool & whirlpool (see answer #4 below for more details regarding use of our recreation facilities);
- Fitness center (see answer #4 below for more details regarding use of our recreation facilities);
- Business center; and
- On-site dining service (see answer #7 below for more details regarding our on-site dining service).

3. What recreation activities are not currently available?

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



4. What are the procedures for using the recreation amenities?

Following state and federal guidelines, our pools, outdoor recreation areas, and fitness center are currently available as follows:

- Pools – Our pools will operate at a reduced capacity to facilitate social distancing. Each guest at the Outdoor Pool and Kidz Water Zone will start with an approx. 3-hour session and at the Indoor Pool & Whirlpool with an approx. 1-hour session; more time can be added if available. Getting in to start a session will be on a first-come, first-served basis, and you can arrive at any time to start a session. To understand the occupancy at our pools throughout the day, you can view the current occupancy at EdenResort.com/poolcount (updated approx. every half hour).
- 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 Guest Services at the entrance to the outdoor pool. Each recreation activity is available for 1 hour at a time, with additional time allowed if available.
- Fitness Center – After checking in to the resort, you can reserve a time slot with the Front Desk each day. Each time slot begins at the top of the hour. 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.

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:

- 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 9 or fewer nights, we offer daily in-room housekeeping service to those guests who request such service via the Front Desk; for guests staying 10 or more nights, we offer weekly housekeeping service, again to those guests who request such service via the Front Desk. *You must request such service by 10:00 p.m. the night before you would like such service by contacting the Front Desk via text (717.305.1313) or phone (ext. 0 from a hotel phone).*

For guests who would prefer that housekeeping not enter their room, our team will deliver, upon request, new bed linens, towels, and any other needed amenities in a bag that is left outside the guest room door. Guests without in-room housekeeping service can leave any dirty linens and towels in a provided bag and leave it and any trash bag outside the door between 12:00-2:00 p.m. or between 8:00-10:00 p.m. for our team to collect.

7. What on-site dining options are available?

We currently offer in-restaurant dining, take-out, and room-service for breakfast, brunch, lunch, and dinner. Pursuant to current state guidelines, in-restaurant dining is offered at reduced capacity with socially distanced spacing between parties.

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.

For more information (including the menu and hours), visit the [Dining & Drinks](#) section of our website.

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

We are hosting group events in compliance with state and federal law. Please contact our Sales team to inquire about having your event here – 717.560.8400 or Sales@edenresort.com.



9. Are face coverings / masks required?

Pursuant to order of the Secretary of the Pennsylvania Department of Health, everyone, age two and older, is required to wear a face covering / mask:*

- Indoors or in an enclosed space, where another person or persons who are not members of the individual's household are present in the same space, irrespective of physical distance. (Note that this includes in a restaurant unless you are seated and your food or drink has been served.)
- Outdoors with others who are not members of a person's household and unable to maintain sustained physical distance.
- For participation in an indoor or outdoor event, gathering, or group setting where another person or persons, who are not members of the individual's household are present.
- Participating in indoor physical activity in a gym, fitness center or group fitness classes, where another person or persons who are not members of the individual's household are present in the same space, irrespective of physical distance.

10. What other venues are open in Lancaster?

Many local venues are open. To find the most up-to-date information on open venues, we suggest that you visit LancasterPA.com, DiscoverLancaster.com, and the websites of the venues that are of interest to you.

* Exceptions to the face covering requirement are as follows (however, pursuant to the PA order, all alternatives to wearing a face covering, including the use of a face shield, should be exhausted before an individual is excepted from the order): individuals who cannot wear a mask due to a medical condition or disability and individuals who are communicating with someone who is hearing-impaired or 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).*

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 or 717.569.6444. We look forward to welcoming you here on your next visit!

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