



# Frequently Asked Questions

June 28, 2021

*(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. 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 #3 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 #3 below for more details regarding use of our recreation facilities);
- Outdoor grills & picnic area (see answer #3 below for more details regarding use of grills & picnic area);
- Heated indoor pool & whirlpool (see answer #3 below for more details regarding use of our recreation facilities);
- Fitness center;
- Sauna;
- Business center; and
- On-site dining service (see answer #6 below for more details regarding our on-site dining service).

### **2. What recreation activities are not currently available?**

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



### 3. What are the procedures for using the recreation amenities?

Our pools and our outdoor recreation areas are currently available as follows:

- Outdoor Pool & Kidz Water Zone - To ensure that maximum capacity is not exceeded and to accommodate all of our guests, guests can access the Outdoor Pool & Kidz Water Zone at any time on a first-come, first-served basis for an approx. 3-hour session, with the ability to add time when space is available. You can view the pool's current occupancy throughout the day at [EdenResort.com/poolcount](http://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.
- Grill & Picnic Table - After checking in to the resort, you can reserve a grill and picnic table. Such reservations should be made with our Recreation team at Guest Services at the entrance to the Outdoor Pool. You can reserve one 2-hour time slot per day of your stay; more time can be added when available. Please note that resort staff must start the grill.
- Indoor Pool & Whirlpool - To ensure that maximum capacity is not exceeded and to accommodate all of our guests, on high-demand days (e.g., bad weather days), guests can access the Indoor Pool & Whirlpool at any time on a first-come, first-served basis for an approx. 1-hour session, with the ability to add time when space is available. You can view the pool's current occupancy throughout the day at [EdenResort.com/poolcount](http://EdenResort.com/poolcount) (updated approx. every half hour).



#### 4. 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.

#### 5. What is your housekeeping policy for a multiple-night stay?

We want your stay with us to be as undisturbed as possible; therefore, we will provide housekeeping service only upon your request.

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 or 717.569.6444). You must be out of your room while housekeeping is servicing your room.*

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.

Please note that we reserve the right to enter your room to ensure its cleanliness and maintenance.



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

We currently offer in-restaurant dining, take-out, and room-service for breakfast, lunch, dinner, and brunch. We also offer poolside food and beverage service throughout the summer.

In-restaurant dining is currently offered in Arthur's Terrace. Encore Lounge is also available for dining and drinks.

We are planning to re-open our buffet-style Champagne Sunday Brunch in Fall 2021. In the meantime, we offer an à la carte brunch on Saturdays and Sundays.

We are planning to re-open Garfield's in Spring 2022.

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

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

Yes. Following state guidelines, we are hosting group events without capacity restrictions. Please contact our Sales team to inquire about having your event here – 717.560.8400 or [Sales@edenresort.com](mailto:Sales@edenresort.com).

**8. Are face coverings / masks required?**

Following Pennsylvania state guidelines, masks are no longer required indoors or outdoors, regardless of vaccination status. Although you are not required to wear one, you are free to do so, except in our pools and whirlpool.

**9. Do local venues have any restrictions or requirements?**

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



#### **10. 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.

#### **11. 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.

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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