

COVID 19 HOTEL GUIDELINES

By booking your stay at our hotel, you are responsible for everyone in your group understanding and adhering to these mandatory policies. Please ensure all your guests have familiarized themselves with these new policies prior to their arrival at our property.

General Information

- Hand sanitizer will be provided at the entrance to the pool facility and guests are asked to sanitize before and after using the pool area
- Bather loads will be restricted to a maximum occupancy of 20 guests in the pool area, and guests are advised to restrict the amount of people in the pool to 10
- Guests can sign up for pool access at the Hotel front desk or RV check in desk, where the maximum amount of people in the pool will be controlled
- Guests will be given an access card which is valid for 1 hour of pool use, after which the card and towels are to be brought back to the Front desk or RV check in desk
- Inside showers will be closed until further notice – an outside shower will be provided to ensure our guests can shower before and after using the pool
- Steam room and Sauna will be closed until further notice
- Lockers will not be provided
- Chairs on the deck will be spaced 2 meters apart

IMPORTANT:

- Many businesses are propping doors open so to minimize high touch surfaces. This is not recommended for pools because many doors and gates are critical for safety and to secure the pool enclosure, or for reasons of patron privacy (e.g. changing rooms). Therefore St. Eugene's pool doors will remain closed with access through a valid access card which can be obtained at the Hotel front desk or RV check in desk

Physical Distancing in Hot Pools

- We have Re-calculated the bather loads to ensure 2 meters of space between people or family units. The maximum number of guests in the hot pools is 3
- Markers are placed around the hot tub perimeter to indicate 2-meter increments

Physical distancing is not relevant under the following circumstances:

- When providing close supervision of children for whom one is responsible.
- When providing assistance or carrying out lifesaving activities for a person in distress.
- When providing assistance to those with disabilities.
- People from the same household

Fitness / Spa

- The Fitness center and Spa will be closed until further notice

Irregularities

- If you come across someone not maintaining the 2-meter social distancing requirement, please remember that they may be in one Household group.
- If someone infringes on your 2-meter distance, kindly remind them of the 2-meter rule. Please de-escalate any confrontational situations and, if needed, report the situation to the Front Desk.

Be understanding and supportive! Remember - we are all in this together and now is a time to be kind.