



Current operating guidelines for the Cranmore Inn.

## 1. Front Desk / Guest check-in

- We have streamlined the check-in process by asking for all guest information prior to arrival so the signature of the guest is the only information needed at the time of check-in.
- We are asking guests to answer questions regarding their place of residence, health status and areas they have travelled prior to their arrival. In addition, we will be checking the temperature of all guests upon arrival with a touchless thermometer. We will ask that anyone with a temperature of 100.4 or higher not stay at the Inn.
- Room keys will be wiped down with a disinfecting wipe prior to being handed out as well as when they are returned.
- We encourage guests to either charge their stay in our online guest portal prior to arrival or during their stay so at check-out they simply need to drop their room key at the desk.
- Social distancing measures are encouraged on the part of staff and guests at check-in and throughout their stay. When a distance of 6' is not possible, staff and guests are strongly encouraged to wear masks.
- Enhanced sanitization procedures will be in place at the front desk and across guest touchpoints throughout the hotel (surfaces, stair handrails, light switches, remotes, door handles, etc.) with disinfecting taking place regularly.
- Hand sanitizing stations or wipes will be available throughout the common areas of the Inn for the use of all guests and staff.
- The Cranmore Inn reserves the right to ask any guest to leave the property if that guest or someone in their travelling party is acting in an unsafe manner toward another guest or behaves in a manner which creates an unsafe environment for any or all of our guests.



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## 2. Guest Room and Housekeeping

- Unnecessary items have been removed from guestrooms, such as decorative pillows, bed scarves, and guest information books which cannot be sanitized upon departure.
- Housekeeping offerings will be modified for stay-over guests, including the elimination of daily housekeeping services for guests staying more than one night.
- Shower and hand soap will be provided in all guest rooms upon arrival. Guests may request shampoo, lotion, tissue and other toiletries or hair dryers at the time of check-in. Hairdryers will be sanitized when removed from rooms and before being handed out to guests.
- Extra pillows and blankets will not be stored in guest rooms. These items will be available upon request at the front desk. In addition, while we are not providing daily housekeeping services, guests may request additional toiletries, towels, or linens at the front desk.
- Enhanced and thorough cleaning protocols have been implemented in guestrooms including protocols for the room, linens, and all touchpoints (e.g., faucets, door handles, light switches, thermostats, clocks, and hangers) to be disinfected as well as each guest room being fogged with a disinfectant fogger after each room has been cleaned (once the fogger arrives). In addition, we will use a UV light to help eliminate any potential contamination.



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### 3. Breakfast and Afternoon Snack Offerings

- Breakfast offerings have been adapted to prioritize the health and safety of guests depending on guidance from the state and CDC at the time of stay, including:
  - Current phase: We will serve breakfast by reservation during posted breakfast times in our dining room with appropriate social distancing between seated tables using prepackaged or single serve condiments.
  - Future phase (when social distancing has been relaxed): We will return to our regular use of the dining area and guests will not need to reserve the time they arrive for breakfast during posted breakfast times.
  
- Our afternoon snack, coffee and tea service will be adjusted as follows:
  - Current phase: We will serve individually wrapped snacks and provide coffee and tea service at the front desk between the hours of 3 – 5pm.
  - Phase four (when social distancing has been relaxed): We will return to our regular afternoon snack service with individually wrapped snacks and self-service coffee and tea options in the living area from 3 – 6pm daily.



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## 4. Public Amenities

- When allowed to open, public amenities such as common areas (living room, tv room, dining area, restroom, front porch, backyard patio, picnic area, swimming pool, hot tub, fire pit and other common areas) will be cleaned on a heightened regular schedule with disinfecting cleaners. Each day these areas may also be sanitized with the use of electrostatic fogging devices.
- Guests and staff are encouraged to practice appropriate social distancing in common areas throughout the Inn and when in close proximity (closer than 6 feet) to others to wear a mask.
- Hand sanitizer and/or wipes will be provided for guest and staff use in open public areas.
- When guests are using common areas, we recommend they clean the areas they are using before and after their use with disinfecting wipes provided by the Inn.

## 5. Inn Staff Requirements

- Inn staff will follow strict social distancing guidelines, including utilizing masks when with six feet of others, frequent and stringent hand-washing protocols, and encouraged to continually clean surfaces and touchpoints throughout the Inn.
- Housekeepers and laundry staff will wear both gloves and a mask for their protection.
- Staff workstations will be cleaned and disinfected regularly.
- Staff will be empowered to stay home if unwell, communicate their potential exposure to COVID-19 with the owners, and will be fully educated on how to maintain a safe and clean home.
- We will be taking staff temperatures and will ask any staff member displaying a temperature or symptoms to not work.
- If a staff member travels to an unsafe area, comes in contact with a COVID-19 positive person, or exhibits symptoms, they will be asked not to work for a period of time or until symptoms resolve based on CDC guidelines.



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## 6. Guest Communication

- Signage will be displayed on-property reiterating social distancing guidelines, personal sanitation guidelines, and the importance of surface cleaning.
- Innkeepers and staff will be encouraged to communicate with guests about precautions taken for the guests safety and comfort and will remind guests to follow current Inn guidelines as well as encourage guests to follow any additional safeguards that are available to them.
- Guests who are unwell with any symptoms of fever, flu or respiratory problems are asked to consult a doctor immediately and to not travel to our property. If symptoms occur after arrival, we ask that the guest consult a doctor immediately and they and their travelling party quarantine until such time they can consider checking out.
- Guests are not required to wear masks unless they are within six feet of another guest or staff member. Guests are not encouraged to wear gloves, rather they should follow strict hand washing and hand sanitizing guidelines. At the moment housekeeping and laundry staff will wear masks and gloves and kitchen and server staff will follow strict hand washing guidelines and wear masks when within six feet of other people.
- Guests will be encouraged to practice social distancing when they go out from the Inn and strongly encouraged to wash and/or sanitize their hands when returning to the Inn.
- The Cranmore Inn will not accept reservations from guests who live in an area currently identified as a COVID-19 hotspot, who have travelled to an area identified as a COVID-19 hotspot in the two weeks prior to arrival, who have had contact with someone with COVID-19 in the two weeks prior to their arrival, or anyone who has shown COVID-19 symptoms (including fever, cough, shortness of breath or difficulty breathing, sore throat, new loss of taste or smell) in the two weeks prior to their arrival. Currently all guests staying at the Cranmore Inn will need to provide the following information to the Innkeepers at least 24 hours prior to arrival.
  1. Where do you and those in your travelling party live and travel to work?
  2. Where have you and those in your travelling party travelled in the past two weeks?
  3. Have you or someone in your travelling party had any contact in the past two weeks with someone with COVID-19 or someone showing symptoms of COVID-19 (fever, cough, shortness of breath, change in your sense of taste or smell, or sore throat)?
  4. Have you or someone in your travelling party travelled an area identified as a hotspot for COVID-19?

5. Have you or someone in your travelling party showed COVID-19 related symptoms in the past two weeks?
  6. Potential guests who have answered yes to questions 3, 4 or 5, please do not put our employees and other guests at risk and come back another day when you feel better.
- As of June 5<sup>th</sup> guests are limited to only New England residents and those from other states who have completed a 14 day quarantine. Driver's License and/or a statement of quarantine will be required at the time of check-in.
  - The Cranmore Inn reserves the right to ask any guest to leave the property if that guest or someone in their travelling party is acting in an unsafe manner toward another guest or behaves in a manner which creates an unsafe environment for any or all of our guests.
  - To minimize the risk of transmission through direct, person-to-person contact, the Cranmore Inn will be using signage in its lobbies to remind guests to maintain social distancing protocols. This signage will encourage guests to:
    1. Maintain at least six feet of social distance.
    2. Wash and/or sanitize their hands often.
    3. Avoid close contact with others and cover their face when six feet of social distance not available.
    4. Cover coughs and sneezes with a tissue (or elbow when unavailable).
    5. Stay at home when sick or if you have a fever.
    6. See a doctor immediately if symptomatic.
    7. Clean any surface before touching it wherever possible.