



THE  
OSTHOFF  
RESORT®



## SHEBOYGAN COUNTY IS IN PHASE 2

- Masks are encouraged, but not required, for both Guests and Associates (per Sheboygan County Restart Plan)
- Six-feet social distancing is practiced and actively enforced among Associates
- Continue to follow WEDC (Wisconsin Economic Development Corporation) and CDC (Centers for Disease Control and Prevention) Best Practice Guidelines
- Limit capacity within nonessential businesses, bars, restaurants and organizations to 50%
- Those 65 or older or medically vulnerable should limit travel and remain at home as much as possible
- Outdoor events should allow all people to maintain 6 feet physical distance from others (36 square feet per person)
- Support online education/remote work options as able
- If community members choose to gather socially, private indoor social gatherings should be limited to 25 people or fewer, with physical distancing



On the following pages we've outlined our commitment to keeping our guests and associates safe.



## KEEPING OUR GUESTS AND ASSOCIATES SAFE

Please know we are doing everything we can to provide a clean and safe environment for you to relax and enjoy *Your place on the lake*®. We have adopted the following safety procedures for your peace of mind.

### Public Areas

- All public continue to be deep cleaned
- Restrooms refreshed regularly
- Hard surfaces, faucets, door handles, handrails, elevator pads wiped regularly with sanitizing cleaner
- Practice social distancing
- Gloves properly discarded and replaced before moving from one area to another
- Hand sanitizer available throughout the resort
- Employees who are sick are required to stay home until they are feeling well and fever-free for 24 hours
- Floor-standing hand sanitizer stations are supplied on every floor for each elevator
- Reduced capacity in pool areas
- Pool area tables and chairs placed at 6' intervals
- Sanitization station set up in pool room and arcade for public use

### Guest Rooms

- Guest rooms have been deep cleaned
- All surfaces cleaned with a sanitizing cleaner
- No-touch delivery of towels outside guest room doors daily
- No entry stayover service provided
- Gloves properly discarded and replaced before entering each guest room
- Employees who are sick are required to stay home until they are feeling well and fever-free for 24 hours

# KEEPING OUR GUESTS AND ASSOCIATES SAFE

## Staff Areas

- Social distancing markers behind the front desk and other employee work areas
  - Installed clear physical barriers between staff and guests
  - Utilizing hands-free options for checking in
  - Sanitizing the stations between guests and employees
  - Encouraging staff to wash hands often, for at least 20 seconds
  - Placed signage to inform staff of social distancing guidelines we have in place for staff and guest safety
  - Employees who are sick are required to stay home until they are feeling well and fever-free for 24 hours
- 

## CHECKING IN AT THE OSTHOFF RESORT

**Upon your arrival at The Osthoff Resort, please help us maintain safe social distance by following these check-in procedures:**

- Only one person from your group may check in. All other guests must stay in vehicle.
  - Do not unload your vehicle until after you have received notification that your room is ready.
  - Bell service is not available.
  - Walk through the lobby area without lingering.
- 

## WATERSPORTS PRECAUTIONS

### Public Areas

- Plexiglass installed at service counter
- Xs painted at 6' intervals
- Hand sanitizer and face masks available at the counter
- Equipment sanitized after each use
- Guest towels separated from sanitation towels for laundry department
- Beach chairs set in groups of two, every 6 feet

### In the Watersports Garage

- Sanitizer in shop
- One person to a cart or piece of equipment
- Social distance being kept while working outside
- Xs every 6 feet in garage area
- Equipment sanitized after use



## FOOD & BEVERAGE COMMITMENT

The Osthoff Food and Beverage Team are committed to ensuring guest and employee safety, by following all local and state safety guidelines.

### Our Commitment to You

- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines
- Hand sanitizer will be available upon entry and exit
- Common areas will be frequently cleaned and sanitized
- All tables and chairs will be sanitized after each use
- Place settings, utensils, menus, check presenters, pens, and condiments will be cleaned and sanitized after every use
- Staff will complete a daily health survey
- We will follow local capacity guidelines

### Your Commitment to Us

- If you have underlying health conditions or are concerned about contracting COVID-19, please feel free to use our contactless take-out options
- While waiting and dining, please respect, follow, and comply with the appropriate social distancing guidelines

### Contactless Take-Out Options

#### Room Service

- Place order via tablet, by dialing 1146 on the in-room phone, or by calling 920-876-5857
- Payment to Guest Room or via credit card over the phone
- We will phone your room prior to delivery
- The order will be delivered outside your room; we will knock on the door upon arrival

# ELKHART LAKE RESTAURANT GROUP

**Please be kind!**

We are doing our best to follow the WEDC, SCHHS, WRA and NRA (National Restaurant Association) guidelines set out for best social distancing practices.

If you are not comfortable with what we are doing, you may order your food to go.

We reserve the right to refuse service to anyone.



# SAFE & SANITARY SPA

## Commitment to our Guests

The safety of our guests is our top priority. We are committed to providing experiences and services that meet the highest sanitation and hygiene standards in the spa industry. To enjoy your experience fully, we ask that guests be aware of the following standards and requests to allow us to ensure your safety and comfort, as well as that of other guests and spa associates alike.

### AS A SPA, WE ARE COMMITTED TO:

Meeting or exceeding all state, local and regulatory guidelines relating to sanitation and hygiene

---

Prohibiting employees who have a fever or are sick from engaging with guests or guest areas

---

Training employees on sanitation and hygiene standards

---

Washing hands for a minimum of 20 seconds at the start and end of a treatment/service

---

Allowing guests to forgo accessing communal spaces if requested

---

Providing full refunds to guests unable to make their appointment due to illness, with advance notice

---

Fully sanitizing all treatment spaces between each service

---

Always providing clean sanitized linens, towels, robes, sandals, etc. for each service

### AS A SPA GUEST, YOU ARE REQUESTED TO:

Refrain from visiting the spa if you have a fever or communicable illness

---

Refrain from visiting the spa if you are under an isolation or quarantine order/directive

---

Respect the spa's sanitation and hygiene standards and processes posted within the spa

---

Wash hands for a minimum of 20 seconds prior to beginning each treatment/service

---

Share special sanitation or hygiene requests prior to arriving at the spa

---

Avoid touching eyes, nose and mouth