

CHURCH STREET HOSPITALITY



THE DORSET INN ♦ BARROWS HOUSE ♦ DORSET BAKERY

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CHURCH STREET HOSPITALITY, INC. COVID-19 RELATED PROCESSES & PROCEDURES

COVID-19 INFORMATION FOR LODGING AND DINING GUESTS

As always, at Church Street Hospitality, Inc. (CSH), our guests, team-members, vendor-partners & local community are of the utmost importance to us. Although we are grateful for our small village location, the reality and influence of Covid-19 is something that we take with the utmost seriousness & urgency - and as such, we are enacting diligent Covid-19 related processes and procedures to ensure the safest environment possible for everyone involved.

While the specifics may evolve as new information and guidelines are made available from our Federal Government, the State of Vermont, the CDC, OSHA, FDA and reputable industry organizations (such as The National Restaurant Association and AHLA) – this document serves as our guide for operations and behavior upon re-opening our properties.

POLICIES WHILE VISITING OUR PROPERTIES

We ask, for everyone's benefit, that our guests adhere to all Covid-19 related health and safety guidelines.

Guests exhibiting signs of respiratory illness may be asked to leave the property. Procedures and documentation are in place for such an instance. 911 should be called in the event of an emergency.

Masks are required at all times in the public areas of the Inns and Restaurants.

At check-in we will ask if you have any symptoms of the virus, take your temperature, and ask you to complete a form verifying you have adhered to State of Vermont requirements for travel to Vermont. Those requirements and other advice for travelers can be found at: <https://accd.vermont.gov/covid-19/restart/cross-state-travel>

We ask that guests are understanding of some of the constraints that may be evident during their stay, such as reduced activities or amenities, a delay or longer-than-usual time needed for some services or requests by other guests, or staff, regarding adherence to social distancing.

Contact-less Reservations: Where possible, both pre-and-post arrival, we will conduct all reservations related activity with our guests via phone or email (with the exception of contact-less temperature readings).

Contact-less Transactions: Where possible, all payment (or credit) transactions will be conducted via credit card over the phone, a charge to guest accommodations or when necessary an in-person bill will be presented and payment accepted (e.g. non-overnight stay dining or activity charges).

Check-out will be conducted via phone and/or email on the departure morning of your stay. If requested the evening prior, a paper statement for your stay will be left under your door.

Contact-less sharing of information: While on property, rather than visiting the front desk, we highly recommend reviewing your in-room welcome book, or visiting our website for up-to-date food menus, available activities, rates and other resort related information. We are, of course, happy to answer any questions over the phone.

In-room Amenities

- If you are on property and require a mask, please inform the front desk as we may be able to assist you with procuring one.
- Stay-over service will not be offered. Guests may dispense of used towels and acquire new towels by phoning the front desk. New towels (and any other essentials needed) will be left in a bag at the exterior accommodations door. Used items may be placed in the provided bag and then put outside for pick-up by our housekeeping team.
 - Wiping of all touchable surfaces with appropriate cleanser
 - Removal and replacement of inner pillowcase covers.
 - Guests are welcome to bring their own pillows if desired.
 - Glassware will no longer be supplied in guest rooms – instead, disposable cups will be available.

Public Spaces & Amenities/Activities

- Masks are required at all times throughout the property, except when guests are seated at a table, in the process of dining.
- Only amenities/activities approved by the State of Vermont will be offered upon the re-opening of the resort. (Please note: pool, tennis courts and other amenities may not be available. Please inquire via phone with the front desk regarding available amenities and hours of operation).
- All public bathrooms and shared areas (e.g. lobbies, hallways, etc. – including doors, light switches, handrails, etc.) will be cleaned every 2 hours throughout the day. These touchable surfaces will be wiped with an appropriate disinfectant.
- Appropriate antiseptic products & materials will be available in all public bathrooms, lobbies, the restaurant entries, pool and tennis courts.
- We will limit the occupancy in our lobbies by removing some furniture. Guidelines will follow those for dining (if table service is allowed. If not, social distancing and maximum room occupancy guidelines will be reflected in our lobby seating arrangements). Signage will be posted to communicate the occupancy levels for each public space.

Food & Beverage

- Take-out food orders will be accepted via phone, email and online order form only.

- Beer, wine & cocktails will be available with our to-go menu.
- What our food service team will do:
 - Food & Beverage team members will receive zoom-based training on our new procedures prior to the start of their first shift.
 - Food & Beverage team members will wear gloves in addition to masks and refrain from touching their faces.
 - Within our Food & Beverage operations, each shift will have a certified ServSafe Food Manager monitoring all procedures and areas. Each team-member will be instructed on ServSafe methods by a certified ServSafe Food Manager.
 - All glassware, silverware and plates will be washed twice prior to use.
 - Waitstaff & Kitchen team members will wipe all surfaces with an appropriate disinfectant every two hours during open hours and at the beginning and end of their shifts.
- With table-service, all state health & NRA guidelines will be adhered to.
 - Reservations will be required for all meals. Reservations can be made by calling, emailing or on Open Table.
 - Tables will be appropriately distanced. Seating for a maximum number of persons (in the dining area, and at a table) will be adhered to. Social distancing will be enacted as applicable to service.

If you have any questions or concerns regarding these policies, please feel free to call us. You can reach the Dorset Inn at 802.867.5500, and Barrows House at 802.867.4455.