

WELLBEING PRACTICES



WELCOME

We are pleased to welcome you back to the Squam Lake Inn. The health and safety of our guests and team will always come first. Then of course, a relaxing and fun getaway! Please review some new practices and experiences you can anticipate during your stay.

WHAT IS REQUIRED TO STAY AT SQUAM LAKE INN

- We may accept reservations from All New England Residents without Restrictions.
- We may accept reservations from non-New England visitors who have met the 14 day quarantine requirement. Reservations may be accepted by phone, online, or in person.
 - 14 Day Quarantine Requirement
 - Person(s) staying at the lodging facility who are not residents of a New England state have remained at a home for at least 14 days before arriving in New Hampshire, only going out for essential items and when outside of the home maintaining social distancing and wearing face masks when within less than 6 feet of another person during this 14 day “quarantine”
 - An Electronic Document must be signed prior to your stay. Your confirmation letter will contain a link for you to review and attest to the notated requirements.

UPDATES

- In collaboration with local and national health experts, our property is sanitized and maintained with daily cleaning to ensure our guests are safe and comfortable.
- (1) Hand Sanitizer is an included amenity in each guest room. Additional Bottles may be Purchased.
- Face masks or coverings are required for all team members and guests. **Please bring a Face Mask.**
- The health of our team members is being carefully monitored on a daily basis.
- Door handles, railings, and all frequently touched surfaces are sanitized every hour.
- Room keys are sanitized using CDC-approved disinfectant.
- Contactless check-in procedures will be emailed to each guest one day prior to arrival. Please make sure to include your mobile number when booking a reservation
- Guests will receive a final bill via email prior to departure, allowing them to skip the Front Desk checkout process.
- A glass barrier has been installed at our front desk for your safety.
- Hand sanitizing stations are distributed around the property.
- Social distancing signage is posted for guest safety and comfort.
- July 14, 2020-An Electro Static Cleaning Program will begin to Include Common Areas and Guest Rooms, Utilizing A Victory Sprayer and Vital Oxide Disinfectant.

ARRIVALS + DEPARTURES

- We will be utilizing a texting app, Whistle, a digital front desk for guest communication. Please make sure to include your mobile number when booking a reservation
- Contactless Check-In
- Room keys are sanitized using CDC-approved disinfectant.
- Guests will receive a final bill via email prior to departure, allowing them to skip the Front Desk checkout process.

GUEST ROOMS

- The guest rooms have been redesigned without decorative pillows, magazines and multi-use amenities to allow for greater peace of mind.
- Disposable paper cups will temporarily replace glassware and coffee cups.

WELLBEING PRACTICES



HOUSEKEEPING

- Rooms are thoroughly cleaned prior to guest arrival with CDC-approved disinfectants and UV-C Light Technology.
- Linens and towels continue to be washed and refreshed in accordance with CDC guidelines.
- Laundry and linens will be bagged in guest rooms to eliminate excess contact in transit.
- Housekeeping services will be offered according to guest preference for daily, drop, or no service. For a guest to choose their housekeeping needs, or any other need, they will be able to easily respond via text to guest services.
 - Daily Service: Our team will access your room once daily to provide make-up service.
 - Drop Service: Our team will pick up and drop fresh linen, towels and amenities upon request.
 - No Service: Our team will not disturb your stay with housekeeping service.

DINING

BREAKFAST

- You may select your meal To-Go or enjoy Breakfast on the Deck, Screened Porch or Dining Room.
- Please let us know the night before if you would like a To Go Meal and Pick Up Time, via Whistle or with our staff.
- To ensure comfortable and safe dining experience, tables and chairs have been removed and spaced throughout the Dining Room, Screened Porch, and Deck. All tables are spaced a minimum of 6ft apart.
- Host and managers will guide physical distancing at entrances.
- Surfaces will be sanitized continuously by a team member once per hour.

DINNER

- New Hampshire has approved Outdoor and Indoor Dining. Dinner is Served Wednesday-Saturday.
- The following guidelines will be adhered to:
 - Limit tables to no more than six (6) guests per table.
 - Reservations or call ahead seating is required to promote social distancing and prevent groups of guests waiting for tables. A text system will be utilized to alert guests of available seating.
 - Reservations will be staggered to prevent congregating in waiting areas.
 - Bar seating areas are open with limited seating availability. 6 Foot Guidelines Apply.
 - Signage will be prominently posted throughout the inn to ask customers if they are experiencing COVID-19 symptoms.
 - Customers are required to **bring and wear a cloth face covering** when entering and exiting a facility to protect other patrons and employees during the seating and exiting process, or when getting up to use the restroom. Cloth face coverings are not necessary while a customer is seated and dining outdoors.
 - Alcohol-based hand-sanitizer will be made readily available at the reception desk for both customers and employees.
- To ensure a comfortable and safe dining experience, tables and chairs have been removed and spaced throughout the Dining Room, Screened Porch, Deck, and our Front Porch. All tables are spaced a minimum of 6ft apart.
- Host and managers will guide physical distancing at entrances.
- Surfaces will be sanitized continuously by a team member once per hour.
- All menus will be single use, printed on recycled paper and disposable.
- Plates will be covered with cloches upon leaving the kitchen.