



Wildacres Commitment to Care

Welcome to Wildacres! We want to assure you that the health and safety of our guests and employees is our top priority. Whether you have been a long-time Wildacres guest, or this will be your first visit, please review our **Commitment to Care** plan regarding what you can expect when you arrive at the retreat and throughout your stay.

General Property Information

- We will be operating at 50% capacity this season, until or unless the state and federal guidelines change. That means 60 guests will be our limit at this time. That number does not include employees, but will include guests, commuters, instructors, and children.
- As always, the retreat has been deep-cleaned and sanitized using bio-based products. We have a daily cleaning schedule specifically for high touch areas such as our lobbies, the canteen and public rest rooms.
- All guests and employees are expected to wear masks when indoors, regardless of vaccination status. This includes meeting spaces and the dining hall. Individual rooms are not included.
- No-touch hand sanitizer stations are located throughout the property at building entrances.
- A No-touch thermometer may be available upon request.

Arrivals and Departures

- Check-in begins at 3pm unless set later by your group leader. We ask that registrars ensure guests wear masks and distance during the process.
- Guests may check out any time the morning of their departure date. However, we ask that all guests are completely out of their rooms no later than 10am. This allows our housekeeping staff to begin airing and cleaning the rooms. No late checkouts are permitted.
- Guest rooms will be sanitized after each check-out by our maintenance and housekeeping staff.

These are the check-in/check-out times required for us to operate safely during the pandemic. Should you arrive early, please let us know. You are welcome to walk around the property until your group is ready to begin check-in. We do ask that you not enter buildings until you have been checked in by your group leader.

Housekeeping

As always, we want to provide guests with the highest level of service, as well as keep them safe and comfortable. This year, housekeeping will reflect updates in response to the pandemic.

- Once guests check out, we will be airing out rooms and then sanitizing them. Once a room is cleaned and reset, it will be closed, and no one will enter the room until the next guest arrives.
- Unless two people are sharing a room, only one bed will be made up per room. The other bed will be protected with a mattress cover and flat sheet.
- Beds will be made as usual but will not have bedspreads or pillows on them. We encourage guests to bring their own pillows. If a guest cannot bring a pillow, we will have new, sealed pillows available for purchase upon check-in. We will still provide guests with pillowcases.
- Towels will be provided in the rooms as usual.
- We will not be leaving extra blankets in guest rooms and will instead have them available upon request. Please feel free to let us know anytime if you need extra blankets or towels!

Meeting Spaces

Groups will be assigned meeting spaces based on their needs. Those meeting spaces will stay the same during the group's entire stay.

- Meeting spaces will have basic cleaning supplies and pump hand sanitizer available for the group's use as desired.
- If coffee service is requested by a group, it will be set up in their meeting space, and it will be up to the group members to keep the coffee perking!

Food Services

While we are always diligent in maintaining health and sanitation standards, surfaces throughout the dining hall will be sanitized with increased regularity.

- Dining room seating will be at a maximum of fifty percent occupancy (60 guests). Guest seating will be limited to 4-5 people per table.
- Masks will be worn except when guests are seated at their table, eating or drinking.
- Service will be cafeteria style instead of family style this year. Guests will enter the dining hall through the sliding doors, enter the service line, and then proceed to their table.
- When weather permits, guests may use outside seating at the dining hall if they prefer.
- All dining hall staff will be wearing masks and gloves during service, and masks anytime they are in the building.

Guests and Employees

- We have implemented employee safety training focused on social distancing awareness, correct cleaning procedures, and PPE equipment protocols.
- We are encouraging all retreat employees to get the COVID vaccine, with their doctor's approval.
- The health of our employees is being carefully monitored. Any employee that has any reason to believe they may have been exposed to COVID-19 or is showing symptoms will be asked to remain home and isolate as recommended by the CDC. They will be eligible to return to work after a negative COVID test, or approval from a health professional.
- In the instance a guest experiences potential COVID symptoms they will be expected to let us know immediately. At that time, they will be asked to go to Mission Health in Spruce Pine or Marion for testing and to consult with a health care professional. We are working with local medical professionals to handle any potential guest illnesses and will follow their recommendations to protect the health of all guests and our staff.

Miscellaneous

Wildacres has endless opportunities for guests to connect in outside spaces. From our lodge patio to the amphitheater, there are numerous places to hang out and relax. We ask that guests use good judgment while in those spaces, keeping in mind social distancing, sharing of items, and keeping each other safe.

If there are any issues or concerns, we ask that you let us know. Our goal is to keep all of us safe and healthy this year, so we can continue to connect at Wildacres in the future!

**All procedures are subject to change based on guidance from the CDC and applicable government authorities.*