



## Wildacres Commitment to Care (Updated 09.07.2021)

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

- For the remainder of the 2021 season, we remain committed to making single rooms available to guests preferring extra social distance while venturing out again. Our overall capacity will be dependent on the number of guests requesting single rooms versus willing to share. As vaccinations increase and guests feel more confident in sharing rooms, our capacity will be able to increase so that more individuals may visit the retreat.
- **With the rise in the COVID variants, we have made the decision to adjust our masking policy. For the remainder of our season, all guests and staff will be wearing masks indoors in common areas (lobby, auditorium, canteen, etc.) regardless of vaccination status.**
- As always, the retreat has been deep-cleaned and sanitized using bio-based products. We have instituted a daily cleaning schedule specifically for high touch areas such as our lobbies, the canteen and public rest rooms. We will continue that daily sanitation process for the 2021 season.
- No-touch hand sanitizer stations are located throughout the property at building entrances.
- A No-touch thermometer is 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. Due to the sanitation process we have in place, guest rooms may not be accessible by guests until 4pm. Please plan accordingly and do not anticipate early check-in.
- 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 9:30am. This allows our housekeeping staff to begin airing and cleaning the rooms. No late checkouts are permitted.

*These are the check-in/check-out times required for us to operate safely during the pandemic. Should you arrive slightly 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 strive to provide guests with the highest level of service, to keep them safe and comfortable. This year, housekeeping will reflect updates in response to the pandemic.

- Once guests check out, we are airing out rooms and then sanitizing them. Once a room is cleaned and reset, it is 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 pillows available for purchase upon check-in.
- Towels will be provided in the rooms as usual. If you wish additional towels, please ask at the front desk and we'll be happy to get them for you.
- We will not be leaving extra linens in guest rooms and will instead have them available upon request. We are sending every linen and towel in the rooms out for washing between guests. Please feel free to let us know anytime if you need extra blankets or towels!

### **Meeting Spaces**

Meeting spaces are being deep-cleaned and reset in between groups as always. We ask that groups not plan to arrive early for set up, as typically we are still cleaning and setting up rooms.

### **Food Services**

While we are always diligent in maintaining health and sanitation standards, surfaces throughout the retreat are being sanitized with increased regularity.

- Dining room seating allows for 6-8 guests per table, instead of the usual 10 per table.
- Masks will be worn in the dining hall except when guests are seated at their tables, eating or drinking.
- Service is currently buffet style instead of family style. This has allowed us to bring back the salad bar and provide more food options for guests. Guests enter the dining hall through the upstairs door or lower sliding doors and can either enter the service line or find a seat at a table and then return for service. Diners are required to wear gloves and masks while in the buffet line. (Disposable gloves are provided.)
- When weather permits, guests may use outside seating at the dining hall if they prefer. We have an additional table on the upper landing of the dining hall if guests prefer a bit more distancing while still eating indoors.
- 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 a 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 is 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 are expected to let us know immediately. At that time, they will be asked to go to Mission Health in Spruce Pine 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.

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These protocols are based on the CDC and NC guidelines currently in place. We continue to monitor CDC and NCDOH guidelines and with the recent surge in the Variant, we reserve the right to update our protocols as needed to keep guests and staff 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.*