



## TRAVEL INFORMATION: COVID-19 UPDATE

### **Safeguarding Our Guests**

*COVID-19 is a highly contagious disease that can lead to serious illness and death. Vulnerable populations, including older adults and people of any age who have a significant underlying medical condition, may have a higher risk for severe illness from COVID-19 according to the US Centers for Disease Control and Prevention (CDC). While our Inn is taking measures recommended by the public health authorities to mitigate the transmission of the disease and its impact on the people in our area, by visiting The West Lane Inn you voluntarily assume all risks related to exposure to COVID-19.*

We want all our guests to feel safe, comfortable, and confident while staying with us. We have taken precautions and preventive measures in line with World Health Organization (WHO) and Centers for Disease Control (CDC) recommendations along with State, Federal and local guidelines to ensure that a clean, safe, healthy environment is provided for our guests and staff.

Please be assured we always adhere to best practices and highest standards to ensure that all commonly touched surfaces throughout the inn are thoroughly washed, cleaned, and sanitized throughout the day. Proper hand-washing is also of high importance in the prevention of spreading germs, and we will continue to remind our guests and be vigilant with staff about these basic hygienic principles. As we have changed how we operate in order to be socially responsible, we wanted to share everything we are doing to reassure you it is safe to stay with us.

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## Hygiene

- Our employees have undergone specific Coronavirus training to ensure the highest levels of health and safety, and hygiene procedures.
- Employees have been trained to wash their hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer every 60 minutes and immediately after any of the following activities: using the restroom, touching the face, cleaning, sweeping, mopping, eating, drinking, after removing any personal protective equipment, going on break and before or after starting a shift.
- If an employee is showing symptoms of COVID-19 such as a fever, cough, or shortness of breath, they have been advised to NOT come to work.
- We have asked our staff to discontinue handshaking and use non-contact methods of greeting.
- Additional hand sanitizing stations have been placed in common areas throughout the inn as well as at all entrances of the building.
- Every employee is required to wear a mask while on property and use gloves if their responsibilities require them such as housekeeping, public area attendants, and/or preparing food. All employees have been provided training on proper usage and disposal of such items.
- Employees have also been asked to practice physical distancing whenever possible.

## Physical Distancing

We ask that you stay at least six feet away from others not traveling with you while standing in line or sitting in public spaces.

- All restaurant seating has been modified to add ample space by a distance of at least six feet in between each seated party.
- We ask you utilize the phone to call us while on property in order to reduce face to face contact with our staff as much as possible.

## Arrival Experience

All guests will be asked to utilize hand sanitizer located throughout the property, wear a mask at all times they are outside of their room (subject to local ordinances), practice physical distancing and limit contact with employees as much as possible.

- Employees will not open doors of cars, taxis, or Uber/Lyft rides.
- If a guest requests bell service, the employee will wear gloves to handle luggage. Employees will not enter guest room and will place luggage outside for guest to bring in room on own.
- Certain items have been removed from your room since such as pads, pens, ice buckets and glasses. We can provide these items as needed.

## Breakfast Service

We ask that all guests wear masks to the breakfast areas. Once seated at your table you can remove your mask. If you need to leave the breakfast area, even for a moment we ask that you please put your mask back on.

- No menus will be provided, breakfast choices are on a bulletin board.
- Utensils will be pre-rolled in napkins. Tables will not be set.
- No condiments are on tables, but can be provided when asked and must be individual packets.
- Masks will be worn by staff for all breakfast service.

## Cleaning

- We are spending extra time using sanitizing methods in advance of your arrival and our staff will avoid entering a room that has been cleaned.
- Our disinfectant products meet EPA criteria for use against SARS-CoV-2, the virus that causes COVID-19.
- Our cleaning staff will increase the frequency of deep cleaning and disinfecting surfaces of public touch points throughout the day including but not limited to door knobs, handles, faucets, hand rails, trash-receptacle touch points, stairwells, counters, dining surfaces and seating areas.
- All checkout rooms are sanitized following industry cleaning procedures with particular attention paid to disinfecting door handles, hard surface furniture, tables, nightstands, furniture knobs and handles, light switches and thermostats, drapery pull handles, telephone and keypad, remote control, alarm clock, television, safety latch and peephole, trash receptacle, faucet handles, toilet and shower handles. Once we leave a room that has been cleaned, we know it is sterile. If you require your room to be serviced during your stay, please let us know at least 4 hours in advance and we will service it for you.
- If you need extra linen/towels, please contact the front desk and they will be placed in a bag outside of your guestroom door.
- All laundry will be washed using the warmest appropriate water setting as recommended by the CDC.
- Employees have been trained to sanitize their workstation and any shared equipment before, during and after each shift or anytime the equipment is transferred to another employee. These items include but are not limited to keys, phones, computers, keyboard, mouse, payment terminals, tools, cleaning equipment, time clocks, carts and other items employees directly touch throughout the property.

As we continue to monitor the constantly changing situation surrounding COVID-19 and modify our operation as needed, please check our website for updates. If you have any questions or concerns, please email us at [innkeeper@westlaneinn.com](mailto:innkeeper@westlaneinn.com) or call us directly at 203-438-7323. We look forward to welcoming you.

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