

Our guests we serve,

Thank you for your trust and your loyalty in choosing us as your “home away from home”. As it has always been, the safety and security of our guests and associates remains our highest priority. We are doing everything we can to ensure your travel safety and provide hospitality as the uncertainty around novel coronavirus (COVID-19) continues to evolve. Given these unique circumstances, we are making routine adjustments on a daily/weekly basis as to how we deliver our hotel offerings & services to you in a safe and effective manner. Please be aware of our guidance as of today.

**Social Distancing in Effect:** One of the most effective prevention measures that we can practice ensuring your (and our) safety is Social Distancing. Guests and associates are advised to practice social distancing by standing at least six feet away from other groups of people not traveling with you while standing in lines, using elevators, or moving around the property. We also ask that guest’s wear their masks when in public areas of the hotel for their safety. Hand sanitizer stations are in different areas of the hotel.

### **Hotel Offerings & Services**

**All Public Areas:** These areas are deep cleaned and sanitized on a regular basis for the safety of all.

#### **Housekeeping:**

Rest assured, your guestroom has been thoroughly cleaned and sanitized prior to your arrival using CDC approved sanitizers effective against the Covid-19 Novel Coronavirus. To provide the safest environment for our guests and associates, we will not enter guest rooms to provide routine housekeeping services during your stay. If your stay is longer than 3 days, our housekeeping team will reach out to you to ensure we deliver clean linen, towels, and necessary supplies. We will ask you at that time to set your soiled linen (in bags we provide) outside your door and a member of our team will collect them. Should you have any special needs during your stay, please do not hesitate to contact Guest Services and we will make every effort to assist you.

**Breakfast & Lunch:** Closed

#### **Dinner - Fia Restaurant:**

❖ Hours of Operation *Tuesday through Sunday 5:30pm until close*

#### **Bar - Mr. B. Bar:**

❖ Hours of Operation *Daily 5:30pm until close*

#### **Market Pantry:**

❖ Available 24 Hours per day near Guest Services. Our Market Pantry offers non-alcoholic beverages and snacks from the brands you know & love.

#### **Fitness Center:**

❖ Our Fitness Center is open, however for the safety of our guests, we ask you to practice occupancy limits and Social Distancing when enjoying the Fitness Center. Please limit the occupancy to no more than 3 people and ensure you are maintaining a 6-foot distance between you and other guests. Our associates will monitor & sanitize all fitness center “high touch” items at an interval of once per hour based on usage.

#### **Pool:**

❖ The pool is open from 10:00 am – 7:00 pm.

Rest assured, that you have our personal commitment to provide the highest standards of cleanliness and sanitation. In response to Covid-19, we have taken stringent measures developed in consultation with global and local public health authorities including the [Centers for Disease Control & Prevention](#) (CDC), [World Health Organization](#) (WHO) as well as our brand resources to ensure our hotels are clean and safe and these safety measures will occur before, during and after your stay. We will remain vigilant in upholding these practices and this is a commitment as we earn your continued trust. Once again, on the behalf of my team at The Burgess Hotel and our Wyndham family, we “THANK YOU” for your loyalty and trust in us and we look forward to welcoming you back time and time again.

Kindest Regards,

*The Leadership Team and Associates, The Burgess Hotel*