

GUEST & STAFF CARE

COVID-19 UPDATES

While we are excited reopen to the public and happy to be welcoming guests back to the lodge, we are committed to ensuring that we do this safely for everyone concerned, including our guests, our staff, and our community. We feel that now, more than ever, it is important for people to get outside and enjoy nature. Offering lodging and outdoor adventures is at the heart of what we do, and we want to ensure that everyone can enjoy the mountaintop as safely as possible in these trying times.



To that end, we are implementing some temporary changes to help keep our guests, our staff, and our community safe. As this situation is ever changing, we are monitoring the Transylvania County Health Department and local government recommendations and will modify these procedures as the situation evolves.

WHAT YOU CAN EXPECT:

- Flexible reservations. Things are changing on a day to day basis as we learn more about the virus. If you need to change your reservation last minute due to COVID-19 travel concerns, you may move it to another date without any fee. We ask the same flexibility from our guests in return. If we feel that safety is compromised and that we need to stop bookings, we will let you know as soon as possible. With this in mind, please:
 - Do not travel if there is a chance you have been exposed to the corona virus.
 - Stay home if you are showing any symptoms or are not feeling well.
- A sense of community is one of the most loved aspects of the Earthshine experience, but right now that will just feel a little different. We ask that you please:
 - Respect social distancing recommendations while around other guests and staff.
 - Wear a mask while you are inside the common areas of the lodge.
 - Enjoy exploring the outdoor areas on property instead of the indoor common areas as much as possible.
 - Use the outside doors in the wings of the lodge closest to your room to enter and exit to keep traffic down in the common areas.
- Hands-free check-in and check-out. While staff will be available during check-in hours, your room will be indicated with signage on the porch and the reservation name on the door so that you are able to check in without contact.
- Room modifications:
 - Many of the extraneous items (throw pillows, decorative blankets, brochures, etc.) in your room have been removed for the time being to ensure that every surface is well disinfected.

- Housekeeping procedures:
 - Per usual, we do not provide daily room service so there will not be staff entering your room.
 - Each room will be aired out between bookings in addition to cleaning and disinfecting.
 - All employees are trained on additional disinfecting procedures and COVID-19 enhanced cleaning and sanitizing practices. Don't be offended if we disinfect your chair as soon as you stand up!
- An abundance of precaution:
 - Hand sanitizer stations are located around the common areas. Please take advantage of these as you move around the property.
 - Use the restrooms in your room instead of the public restrooms in the main area of the lodge.
 - Please respect the 6 feet social distancing guidelines for anyone who is not in your group or family.

OUTDOOR ADVENTURES:

We have a summer calendar full of outdoor adventures for all ages and we hope that you take advantage of the exciting things happening at Earthshine Lodge. A few things to keep in mind:

- We will be taking extra precautions to maintain social distancing and disinfecting while exploring and ask that you do the same (i.e., add hand sanitizer and masks to your packing lists!)
- If we do not feel comfortable with an activity due to COVID-19 precautions, we will replace or reschedule it.
- Programs will be limited to less than 10 people per group.
- If you would like to schedule an activity with just your family or group, outside of what is offered on the calendar, please do not hesitate to ask!
- Earthshine Lodge is "Your Basecamp for Adventure" and, as such, we hope that you explore the amazing National and State Forests that we have in our local community. Explore safely and check out each forest's restrictions and suggestions before you visit.