



## CRANMORE INN COVID-19 GUIDELINES

as of 7/22/2022

Cranmore Inn's highest priority is the health, safety and security of our guests, staff, and business partners. We have been welcoming families and individuals since 1863 and are fortunate to live in a beautiful area that many people from near and far love to visit. We encourage you to stay at the Cranmore Inn recognizing that we continue to live in a new age, with COVID-19 present in all our communities.

Safety for our guests and staff has always been a top priority. The Cranmore Inn follows guidelines and recommendations from NH and Federal authorities including the CDC. Because there continues to be uncertainty around COVID-19, new strains of the virus, varying community levels in our area as well as areas travelers visit from, as well as inconsistent vaccination rates, we will continue to do everything we can to protect the health and safety of guests and staff by providing a safe and clean environment.

To that end we are asking that all guests staying at the Inn, regardless of vaccination status and community level, wear masks when moving through the Inn and when within 6 feet of others. We are also asking any individuals who have used public transportation (airplanes, trains, buses) in the 14 days prior to arrival to provide us with proof of vaccination. Those who have not used public transportation in the 14 days prior to arrival do **not** need to provide proof of vaccination.

Currently our common areas both inside and outside the Inn are open when observing proper social distancing. This includes our pool (open Memorial Day through Labor Day daily from 10 - dusk), patio, front porch, living area, dining room, and TV room. Our hot tub, however, is open only by reservation from 10am – 10pm for guests 13 and older after arrival.

We will be taking the temperature of all guests arriving at the Inn and if the guest temperature is above 100.4 we will not be able to accommodate that guest. In addition, guests staying at the Cranmore Inn will be asked to complete a online health survey three days prior to arrival to ensure everyone travelling understands and meets the health and safety requirements established by the Cranmore Inn.

We are grateful for the trust our guests have shown the Cranmore Inn through the years. We want everyone to understand what we are doing today in the areas of cleanliness, hygiene, and social distancing so that when they walk through the doors of our Inn, they know our commitment to their health and safety, and that of our staff, is our priority.

To minimize the risk of transmission through direct, person-to-person contact, the Cranmore Inn will be using signage in its lobbies to remind guests to maintain social distancing protocols. This signage will encourage guests to:

1. Maintain at least six feet of social distance.
2. Wear a mask when moving through the Inn or when within six feet of others.
3. Wash and/or sanitize their hands often.
4. Avoid close contact with others and cover their face when six feet of social distance not available.
5. Cover coughs and sneezes with a tissue (or elbow when unavailable).
6. Stay at home when sick or if you have a fever.
7. See a doctor immediately if symptomatic.

**Please note the Cranmore Inn Cancellation Policy**

If you need to cancel your reservation you can do so without charge or penalty if you provide notice at least 14 days prior to arrival (except Journey to the North Pole packages whose deposits are non-refundable).

As a small inn we generally don't have the opportunity to rebook cancelled rooms. Therefore, guests are responsible for all charges in the event of late arrival, early departure, or cancellations made within 14 days of the arrival date, regardless of reason.

All guests should consider travel insurance, to offset the costs of cancellation fees in the event of unexpected travel delays or complications, or other unforeseen circumstances including sudden illness.



Current operating guidelines for the Cranmore Inn.

## 1. Front Desk / Guest check-in

- We are asking guests to answer questions regarding their place of residence, health status and areas they have travelled prior to their arrival. In addition, we will be checking the temperature of all guests upon arrival with a touchless thermometer. We will ask that anyone with a temperature of 100.4 or higher not stay at the Inn.
- Social distancing measures are required on the part of staff and guests at check-in and throughout their stay. When moving through the Inn or when a distance of 6' is not possible, staff and guests are asked to wear masks.
- Enhanced sanitization procedures will be in place at the front desk and across guest touchpoints throughout the hotel (surfaces, stair handrails, light switches, remotes, door handles, etc.) with disinfecting taking place regularly.
- Hand sanitizing stations or wipes will be available throughout the common areas of the Inn for the use of all guests and staff.
- The Cranmore Inn reserves the right to ask any guest to leave the property if that guest or someone in their travelling party is acting in an unsafe manner toward another guest or behaves in a manner which creates an unsafe environment for any or all of our guests.

## 2. Guest Room and Housekeeping

- Unnecessary items have been removed from guestrooms, such as decorative pillows, bed scarves, and guest information books which cannot be sanitized upon departure.
- Housekeeping offerings have been modified for stay-over guests, including the elimination of daily housekeeping services for guests staying more than one night.
- Shower and hand soap, shampoo, conditioner, tissue, and lotion will be provided in all guest rooms upon arrival. Guests may request hair dryers at the time of check-in. Hairdryers will be sanitized when removed from rooms and before being handed out to guests.
- While we are not providing daily housekeeping services, guests may request additional toiletries, towels, or linens at the front desk.
- Enhanced and thorough cleaning protocols have been implemented in guestrooms including protocols for the room, linens, and all touchpoints (e.g., faucets, door handles, light switches, thermostats, clocks, and hangers) to be disinfected.



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### **3. Breakfast and Afternoon Snack Offerings**

- Breakfast offerings have been adapted to prioritize the health and safety of guests including:
  - We will serve breakfast in our dining room during posted breakfast times with appropriate distancing of tables.
  - When we have more than 8 rooms in residence, we will serve breakfast by reservation during posted breakfast times in our dining room with appropriate social distancing between seated tables.
  - We will use prepackaged or single serve condiments at breakfast.
- Our afternoon snack, coffee and tea service will be adjusted as follows:
  - We will serve individually wrapped snacks and provide coffee and tea service at the front desk between the hours of 3 – 5pm.

### **4. Public Amenities**

- Public amenities such as common areas (living room, tv room, dining area, restroom, front porch, backyard patio, picnic area, swimming pool, hot tub, fire pit and other common areas) will be cleaned on a heightened regular schedule with disinfecting cleaners.
- Guests and staff are asked to wear a mask when moving through the Inn or property or when within six feet of others.
- Hand sanitizer and/or wipes will be provided for guest and staff use in open public areas.



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## 5. Guest Communication

- Signage will be displayed on-property reiterating mask and social distancing guidelines, and personal sanitation guidelines.
- Innkeepers and staff will be encouraged to communicate with guests about precautions taken for the guest's safety and comfort and will remind guests to follow current Inn guidelines and any additional safeguards that are available to them.
- Guests who are unwell with any symptoms of fever, flu or respiratory problems are asked to consult a doctor immediately and to not travel to our property. If symptoms occur after arrival, we ask that the guest consult a doctor immediately and they and their travelling party quarantine until such time they can consider checking out.
- Guests are asked to wear masks when moving through the property or when they are within six feet of another guest or staff member. Guests are not encouraged to wear gloves, rather they should follow strict hand washing and hand sanitizing guidelines.
- Guests will be encouraged to practice social distancing when they go out from the Inn and strongly encouraged to wash and/or sanitize their hands when returning to the Inn.
- Guests staying at the Cranmore Inn will be asked to complete a health survey prior to arrival to ensure everyone travelling understand and meets the health and safety requirements established by the Cranmore Inn.
- Guests are limited to US and International residents who have been fully vaccinated and the date of the second shot was at least 14 days prior to arrival or US residents who are not using public transportation (airlines / trains / buses) to travel to NH. Temperature check, vaccination cards and/or a statement of health conditions may be required at the time of check-in.
- The Cranmore Inn reserves the right to ask any guest to leave the property if that guest or someone in their travelling party is acting in an unsafe manner toward another guest or behaves in a manner which creates an unsafe environment for any or all of our guests.