

COVID-19 Customer Information

Last updated 04/13/2020

As a lodging business we are painfully aware that we have a special obligation to our customers to provide them with a clean safe and secure environment during their stay.

There is a lot of information coming in daily from the authorities, some of which is incorrect and a lot that is out dated. We believe you, the customer's main concern is the possible transmission of COVID-19 from a previous customer.

It is true that COVID-19 has the ability to remain alive on different surfaces:

5 days

Metal Examples: doorknobs, jewelry, silverware

Glass/Ceramics: Mugs, dishes

2 to 3 days

Stainless steel/ Plastics Examples: refrigerators, pots and pans, sinks, some water bottles, cell phones furniture

24 hours

Cardboard/Paper: Examples: shipping boxes

2 to 8 hours

Copper/Aluminum Examples: pennies, teakettles, cookware, soda cans tinfoil

Undetermined At this point

Bed linens and clothing

Three things to consider about the above:

1. These times change as more studies are done.
2. Because the virus is detectable doesn't necessarily mean it is infectious.
3. These times are determined by natural decomposition without any manmade intervention.

The known solution to all these issues are the 3 **D**'s;

Disinfect...Disinfect...Disinfect...In all cases above the times are reduced to 1 minute or less.

Lake Naconiche COVID-19 Up-Dated Customer Policies and procedures:

Your cabin(s) are safely separated by distance from each other, so social separation is built-in.

The only point within the facility that all customers come in contact is the **Entry Keypad**.

This Keypad is disinfected at least 2 times per day. If you are concerned just wash your hands for 20 seconds immediately after you check in. At that point our staff will have disinfected all other areas you will come in contact during your stay.

Before you arrive on site, all of the procedures are completed.

Your Cabin door access keypad is disinfected both before and after cleaning.

All previous customer items are removed and disposed of.

Beds are made up the same day you arrive to insure freshness and maintain sanitary conditions. All linens and bedding are washed in hot, disinfected water.

All dishes are washed in hot and disinfected water. (Paper plates and bowls are provided for your optional use.)

Lake Naconiche

— *Retreat* —

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Bathrooms are completely cleaned and disinfected. Clothes hamper is lined with disposable bag.

Counter tops, oven, microwave, refrigerator surfaces inside and out are disinfected.

Floors are mopped with disinfectant soap and water.

Furniture, TV controls maps and any other items are disinfected.

This seems like a lot but really it is just common sense and focusing on critical areas. As soon as you arrive do a quick inspection of all the areas of concern to you and give us a call if you have any questions....Thanks

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