



Stay Safe 2020 Covid-19 Health & Safety Policies

Dear Bluefin Bay, Surfside and Temperance Landing Guests,

Thank you for choosing Bluefin Bay Family of Resorts as your safe home away from home. Our team is excited to welcome you back safely and to provide our unique brand of warm and friendly hospitality.

We all know things will look and feel different in a Covid-19 world – both for staff and our guests. We appreciate your cooperation, patience and understanding as we navigate this new landscape together. Below is an overview of our sanitation practices, safety procedures and service changes, as well as what we expect of our guests.

What We Ask of You

For the health and safety of all, please stay home and reschedule your trip if you or anyone in your party is sick or has Covid-19 symptoms. Likewise, if you become sick while staying with us, please return home — even if that means checking out early.

Flexible Cancellation Policy: We've adjusted our resort cancellation policy so that if you need to cancel your trip or leave early due to Covid-19, we'll provide a refund.

Also, if you've been in contact with someone who is sick or have traveled nationally or internationally recently, we encourage you to wait a couple of weeks before you visit. We're happy to help you reschedule so that you can fully enjoy your vacation and not risk exposing others. Call us at 1-800-258-3346 if you need to reschedule a planned trip.

Ultimately, we want you to travel safely and stay well. While you're visiting Bluefin Bay Family of Resorts, please be proactive about personal hygiene and practice social distancing in accordance with the Centers for Disease Prevention and Control (CDC) and World Health Organization (WHO) guidelines. Remember, a safe social distance is six feet or more – or one moose length apart!

What You Can Expect From Us

We've been working diligently to welcome you back safely. Our team is modifying public spaces and adopting best practices in day-to-day operations in accordance with the CDC, WHO, and state and local health officials. We're constantly monitoring the latest recommendations and will continue to make changes in our sanitation practices, safety procedures and resort services as necessary.

- **Check-In & Check-Out:** Upon arrival, guests will be greeted by staff in respiratory masks. Masks will also be available for guests at check-in. We'll limit the number of guests in the check-in area at one time, and provide floor markers to make sure appropriate social distancing is practiced.

We've added a plexi-glass protective shield at the Guest Services front desk to help protect both our staff and guests. We've also increased the rigor and frequency of cleaning practices in and around Guest Services – including check-in counters, credit card machines, restrooms, and more.

We encourage guests to check out from their rooms rather in person. Just call us when you are ready to check out and we'll charge your card and email you a receipt. Key cards can be left in the room. If you wish to book a future stay at the time of your departure, we're happy to do that by phone as well.

- **NEW Check-In & Check-Out Hours:** Beginning Monday, May 18 and until further notice, we've moved guest check-in time back to 5 p.m. and check-out time to 11 a.m. This extra hour allows increased time for detailed cleaning protocols in each unit.
- **Guest Services Hours:** Guest Services will be staffed daily from 7am to 11pm for check-in and checkout. The guest reservation line will also be staffed only during this period. Please arrive before 11 pm or notify us in advance of your arrival time so we can provide you with appropriate information for check-in.
- **Lodging:** We plan to space out lodging reservations and leave more room between guest stays to allow extra time for deep cleaning and sanitization of each unit.
- **Cleanliness & Sanitation Practices – Guest Rooms:** We've removed decorative pillows, bed scarves, and unnecessary accessories in guest rooms for ease of cleaning and sanitizing. Cleaning rigor and frequency has increased beyond normal cleaning protocols. Housekeeping staff will be disinfecting high-touch areas such as water faucet handles, toilet seat handles, light switches, temperature controls, appliance controls, key readers, and more. Additionally, each guest room has an ample supply of hand soap, dish soap and a large bucket of sanitizing wipes for guest use.
- **Linens & Laundry:** Bluefin Bay Family of Resorts uses the upscale hotel standard of triple sheeting. This is a style of bedding that uses three sheets, thus reducing guest contact with a bedspread or covering. As always, all bed linens, including pillow protectors, are washed at high temperatures.
- **Housekeeping:** There will be no make-up services during guest stays to limit contact between guests and staff. If you have a longer stay of six days or more, or require extra supplies or housekeeping services, we'll make arrangements to provide these services when you are out of your room. This practice helps protect both you and our employees.

We ask guests to please load all dishes in the Dishwasher and run it before you leave. Our Housekeeping staff will unload the dishwasher before the next resort guests arrive.

- **Cleaning & Sanitation Protocols - Public Spaces:** In public spaces and high-touch common areas, we're also cleaning with increased rigor and frequency – including countertops, hand rails, public bathrooms and other hard surfaces, as well as patio and deck chairs. We've installed touchless hand sanitizing stations at all public entrances and high-traffic areas throughout all three resorts.
- **Personal Safety Practices:** We've increased signage throughout the resort asking guests to maintain proper social distancing – 6 feet or one moose apart! We also expect guests to follow proper personal hygiene practices such as frequent handwashing and covering your cough with your sleeve – as provided by the CDC.

- **Dining and restaurants:** Curbside takeout and room delivery have resumed at both the Bluefin Grille and Coho Café & Bakery. The Bluefin Grille is open daily from 4-8 p.m. for takeout and room delivery. Coho Café & Bakery is open daily from 8 a.m. to 1 p.m. for takeout and room delivery. Takeout menus and restaurant hours can be found here. We've also increased outdoor dining spaces at both Coho Café and the Grille.

We're currently working on protocols for when we are allowed to re-open the restaurants for in-house dining. This includes the proper spacing of seating to allow for social distancing, increased outdoor seating capacity with appropriate spacing, and the ability to order and pay from your cell phone to reduce staff to guest contact.

- **Pools, Hot Tubs, Fitness Centers & Spa:** The pools, hot tubs, fitness areas and Waves of Superior Spa are temporarily closed, pending guidance from the Minnesota Department of Health. We'll update you here on the protocols as these service areas are allowed to open.
- **Outdoor Activities:** We encourage guests to take part in spring outdoor activities. Due to current restrictions, we will not be offering resort guided hikes and bike rides. Our staff will be available to recommend areas to explore, as well as to supply maps and directions. Bikes and tennis racquets will be available for checkout with our safety protocol in effect.
- **Limiting Staff Contact:** To the extent possible, we're limiting face-to-face contact between staff and guests and asking everyone to adhere to the social distancing requirements as established by the CDC and state health officials. Again – according to the CDC a safe distance is a minimum of six feet – or in other words -- a moose apart.
- **Employee Health & Safety:** Our aim is to help protect both our staff and resort guests by enforcing the following health and safety screening protocols for Covid-19. All employees are required to have a pre-shift symptom screening and have their temperature taken before each shift. Anyone staff member showing symptoms is required to stay home.

Stay Safe & Visit When You're Ready

We understand the decision about when and where to travel during these unprecedented times is a personal one. We're here to welcome you back when you're ready. We've adapted our cancellation policy to best accommodate your personal decision making.

Questions about your reservation or need to make alternative arrangements, please call 1-800-258-3346.

Stay safe. Take care.

Ross Sherman, Guest Services Manager

James Taylor, General Manager

Dennis Rysdahl, CEO