

DEERHILL INN

COVID-19 HYGIENE OPERATING PROTOCOLS

Last Updated 9/23/2020

We have changed our operating procedures to ensure we keep Guests safe and comfortable during the pandemic, and details are below. If you have any additional questions, concerns or suggestions, please do let us know.

GUEST AND STAFF CONTACT DURING THE PANDEMIC

- The Innkeepers and all Staff wear masks inside the Inn, and ask that our Guests do the same in all indoor public spaces (this is a requirement of the State of Vermont).
- We respect social distancing guidelines, and ask that our Guests do the same (this is a requirement of the State of Vermont).
- Within these guidelines, we are always happy to meet and talk with our Guests. However, if you would prefer a minimum-contact, or no-contact, visit you have only to let us know and we will arrange to respect your needs.

RESERVATIONS

- Reservations are accepted for every other day only, ie there will be a minimum of a full day between occupancies.
- Because of the sanitizations processes we have in place we cannot accept bookings after Noon on the day of arrival.
- Reservations can be made through our website or by phone or email and we ask that you don't visit the Inn to make bookings if you can avoid it. We apologize, but we cannot show potential Guests around the Inn during the pandemic.

CHECK-IN/CHECK-OUT

Check-In:

- Please come to the Reception Desk – which is equipped with a Plexiglas screen – to let us know you have arrived, and whether you would like help with your luggage.
- We ask you to complete your Check-in documents in your Guestroom and return them to the Reception Desk at your convenience.
- Your Check-in form will ask you whether you would prefer to have your room fully serviced during your stay, to have it re-stocked with towels and amenities, or to have no-one enter your Guestroom at all while you are in residence.
- All keys are sanitized between occupancies.

Check Out:

- The day before departure we will deliver a copy of your account to your Guestroom, for you to check and let us know if you have any questions or concerns.

- When you leave the Inn, we will charge the balance due to the credit card we hold on file, and email you a receipt. Your key can be left in your room.

HOUSEKEEPING PROCEDURES

Guestrooms

- We have removed all magazines, books, baskets, CDs -- and any other multi-use item which cannot be sanitized -- from our guestrooms, and from the common areas of the Inn.
- We have also removed all decorative pillows, bed-covers and throw-rugs which cannot be washed or appropriately sanitized between occupancies from our guestrooms.
- Coffee/Tea machines have been installed in all guestrooms.
- Immediately they are vacated, guestrooms are stripped by our Housekeeping staff and then "aired-out".
- Guestrooms are then thoroughly cleaned, sanitized and disinfected:
 - All our cleaners, sanitizers and disinfectants are EPA-approved and certified effective against Covid-19.
 - All surfaces in bathrooms including splash-backs, mirrors and walls adjacent to baths, showers, hand-basins and toilets, hand-soap and hand-sanitizer containers are thoroughly cleaned and then disinfected with careful attention to high-touch areas such as light-switches and faucets.
 - The shower curtain and the shower curtain liner are changed between each Guest and of course a fresh set of towels and robes, bathroom amenities and bottled water is provided for each Guest.
 - All surfaces and items in guestrooms are sanitized, including mirrors, the wall adjacent to the bed, the bed-frame, nightstands, lamps, air-conditioning units, clock/radios/charging stations, TVs, DVD Players and remote controls, coffee/tea machines, blinds and blind cords, wooden furniture is wiped with sanitizer, upholstered furniture, any remaining pillows and drapes are misted.
 - Once guestrooms have been cleaned and sanitized and they have been checked, they are closed and not reopened until Guests arrive.

Beds

- All beds are triple-sheeted and mattresses and bed-bases are encased in a protective cover.
- All sleeping pillows are double-covered and have an additional pillow-protector.
- Blankets are encased in the third sheet.
- All beds are stripped right down to the mattress between occupancies and all linen and blankets are replaced including protective mattress and pillow covers.
- Washable duvets/comforters are washed between occupancies. Comforters that cannot be washed are aired-out and sanitized, and dry-cleaned regularly.

BREAKFAST

Breakfast Times

- If you are visiting us during a busy time, we will contact you well before you arrive to arrange a time for your Breakfast each day. This is because we are limited by State Regulations in how many tables may be occupied at any time in the Dining Room.
- If we are quieter when you visit, we will ask you to indicate your preferred Breakfast time-slot on your check-in form before you return it to the Reception Desk.

Dining Room

- Our dish-machine is also a sanitizer, and our Kitchen sanitizer chemicals are all EPA approved as effective against Covid-19.
- All our Kitchen and Dining Room staff wear masks. Serving staff will avoid leaning over guests or touching them.
- Tables and chairs in the Dining Room have been re-arranged to allow for appropriate social distancing.
- Breakfast on the Patio is offered, weather permitting, and Patio tables have been appropriately spaced.
- No plates, silverware or other utensils or serveware are left in the Dining Room, and all service is from the Kitchen with freshly-sanitized ware.
- Our Breakfast Menus are laminated so they can be sanitized between uses, as are salt and pepper sets.
- All cloths, undercloths and Breakfast mats are changed at the end of service and tables, chairs and surrounding wall and window surfaces are sanitized. We do not turn tables during service.
- We have taken all our table décor off tables apart from a few plants in pots which we sanitize regularly (the pots, not the plants – we don't think they pose too much of a risk!).
- All shared service areas have been closed. Coffee is served in individual coffee carafes and milk, cream and sweeteners, jams and maple syrup are provided for each individual Guest.

Breakfast in Bed:

- Serving staff wear masks.
- Breakfast in Bed trays are cleaned, sanitized and air-dried between uses.
- We will deliver you your Breakfast in Bed personally, however Guests who prefer to avoid all contact have the option of asking for their breakfast trays to be left at the door. Staff will knock, place the trays and leave, Guests can collect their trays in their own time.
- Guests can leave their trays in their rooms if they wish. Otherwise, they can place the trays outside the door and call us to have them collected.

GUEST FRIDGE/FREEZER AND ICE CHEST

We cannot allow Guests access to these shared facilities during the pandemic. However, we are always happy to take and store Guests' items, which we will thoroughly wrap individually, in one of our Kitchen fridges or freezers and can bring a bucket of ice to your guestroom at any time.

THE BAR

Similarly, we cannot open our Bar to Guests at this time but we can always make a cocktail or mixed drink, or bring beer or wine, either to your guestroom or to one of our common areas.

THE POOL

Our Pool is open until after Columbus Day weekend, and Pool chairs are socially-distanced. Pool towels are in the bureau of your guestroom, and used towels can be left at the Pool – they will be cleared regularly.