



Thank you for choosing Zehnder's Splash Village Hotel and Waterpark! If you have stayed with us in the past, you will notice some changes throughout our facility. One thing that has not changed is our commitment to our guest's safety, trust, and satisfaction. Below are some important things to note during your stay.

- Face coverings are required in all public areas. This is in accordance with Michigan's Executive Order 2020-147.
- Smoking of any substance, other than tobacco, is strictly prohibited anywhere on Splash Village property (including parking lots and balconies). Violation will result in dismissal from the property without refund, as well as a cleaning/damage fee of \$150. Smoking areas for tobacco are located outside near the buildings exits.
- Housekeepers will not enter a guestroom without the explicit permission of the guest.
- Multiple night stays will not receive traditional housekeeping services – please text IVY or call the Front Desk with any housekeeping needs.
- Complimentary life jackets can be checked out and returned at the life jacket station inside the waterpark to give us the opportunity to sanitize them between uses.
- Room service is available for breakfast, lunch, and dinner! Menus can be found in your guestroom or online at [www.splashvillage.com/info](http://www.splashvillage.com/info). Hours and availability may vary.
- All condiments will be single servings. Seasonings and menus will be sanitized after each use.
- Buffet service and self-serve drink and condiment stations are discontinued until further notice. If you are on one of our food packages, your breakfast will be served family style at your table – all you care to eat!
- Check-out is automatic at 11am and receipts will be emailed to you. Guests can leave used keys in the room and bypass the Front Desk.
- Our text messaging concierge, IVY, is available 24/7 for any questions, comments, or concerns throughout your stay. Please let us know how we can be of assistance!

For detailed Sanitation Information, Guest information, Menus and more visit

[www.splashvillage.com/info](http://www.splashvillage.com/info)