

Zehnder's Splash Village COVID-19 Response

Front Desk

To promote a safe environment for both our guests and our employees we will be implementing these procedures at the Front Desk at Zehnder's Splash Village.

Front Desk and Lobby

- All employee workstations will be sanitized prior to and after each shift.
- Countertops, keyboards, touchpoints on copiers and multi user items will be sanitized every hour at a minimum.
- All pens will be single uses and sanitized after each guest.
- All guestroom keys will be single use and sanitized after being returned.
- Hand sanitizer will be available and employees are to utilize this after handling any guest property, e.g. credit card, luggage.
- Plexiglass barriers will be in place at the Front Desk and Concierge
- Touch-free credit card swipers will be placed on the desk for guests to use
- Credit/debit card machine at the gift shop will be turned for guest use and sanitized after each use.
- Social Distancing markers will be placed on the floor in the lobby to encourage social distancing
- Couches and benches will be removed to discourage gatherings of guests

Check-in and Check-out

- Guests will be greeted outside the lobby doors and asked that only one representative per family enter the lobby.
- Curbside check-in will be available upon request.
- Checkout is automatic at 11am and receipts will be e-mailed on the day of check-out.