

Zehnder's Splash Village COVID-19 Response

Housekeeping

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

COMMON AREA PROCEDURES

1. All couches and benches removed and replaced with single chairs where appropriate
2. Sanitation/disinfecting stations placed at all outside entrances, these will include wipes and hand sanitizer.
3. Between the hours of 7 am and 9 pm or 1 hour after the waterpark closes (whichever is later) a Sanitation specialist will continuously rotate through all common areas spraying and wiping with a disinfectant all touch areas to include but not limited to:
 - a. Exterior entrance door handles inside and out, guest and employee
 - b. Handrails in stairwells and Elf Hollow fence
 - c. Tops of hard surfaces
 - d. Elevator buttons inside and outside of all elevators
 - e. ATM buttons
 - f. Guest laundry facilities
 - g. Exercise room equipment
 - h. Luggage cart bars

HOUSEKEEPING ATTENDANT PROCEDURES

1. Attendants are not to enter guest rooms with guests in them unless necessary, to include but not limited to
 - a. Plunge toilet
 - b. Change light bulb
 - c. Check television
2. Requested items will be sanitized and placed outside guest rooms doors in clear plastic bags, knock and step back to maintain social distance guidelines and converse with the guest from there.
3. All restrooms will be sanitized at least once per hour.
4. All attendant equipment will be sanitized at the beginning of each shift, to include but not limited to:
 - a. Vacuums
 - b. Spray bottles
 - c. Luggage carts
5. Third shift attendants will use disinfectant in a sprayer and disinfect all common areas by applying a layer of disinfectant on all areas and letting it dry. This includes chairs, tables, Cabanas, and all items included in the sanitation specialist list except electronics which is to be wiped with a disinfecting wipe.

LAUNDRY

1. All machines, trucks and counters will be sanitized at the start of each shift.
2. Package pullout bedding with one blanket, 2 pillows in cases, 1 flat sheet and one fitted sheet in sealable clear plastic bags.

ROOMS HOUSEKEEPING

1. Staff taking around laundry will sanitize the trucks used to transport laundry prior to use
2. Disinfecting team will spray the entire room with a disinfecting agent except for electronics which will be wiped with disinfecting wipes. This does include rollaways and cribs. The disinfecting agent will be allowed to dry.
3. The cleaning housekeeper will sanitize the cart, vacuum and spray bottles they will use that day.
4. The cleaning housekeeper will clean the room as we have done in the past.
5. The cleaning housekeeper is not to come into contact with any of the items from the room prior to its disinfection.
6. The room will then be inspected by a Housekeeping Inspector.
7. Gloves are to be changed between rooms.

MICELLANEOUS ROOM CHANGES

1. Glassware and coffee cups will now be disposable and wrapped in plastic.
2. Information books, extra pillows, promotional materials, tip envelopes and unnecessary items will be removed from the rooms or replaced after each guest.
3. Multiple night stays will not receive normal housekeeping service; items can be exchanged outside the doors as outlined in attendant procedures.
4. Foldout linen will be placed in closets in sealed plastic bags.