



# SETTLERS HOSPITALITY

HOTELS | RESTAURANTS | CATERING | EXPERIENCES

Greetings from Settlers Hospitality,

We recognize our guests and clients share our concerns about the current situation with COVID-19. As such, I want to take the time to provide information on what we are doing to ensure the safety and comfort of our guests, as well as communicate our policies related to hotel and event bookings.

The executive team at Settlers Hospitality is in regular communication with government and industry officials, leveraging the advice and experience of others to assist with our decision making.

## **Supporting Healthy Behaviors**

- All employees have gone through safety and cleaning reviews appropriate to their departments.
- All areas (especially lobbies, elevators, door handles, public restrooms, etc.) are being more frequently and more thoroughly cleaned and sanitized.
- All staff have been instructed to stay home, or will be sent home, if there is any concern about their health.
- Handwashing stations and hand sanitizer are readily available to employees and guests.
- Information about how to prevent the transmission of COVID-19 has been placed in all guest rooms to encourage fellow travelers to make healthy decisions.

## **Ensuring a World Class Guest Experience**

- Our temporary cancellation policy for guest room reservations through April 30<sup>th</sup> has been reduced to 24-hour notice, and we believe this should be sufficient for most travelers.
- Events scheduled at a Settlers Hospitality property may be rescheduled to any available date in 2020 at any of our locations without charge or penalty.
- For cancelled events, guest charges will be limited to deposits made and any direct costs incurred.

As a small local business, Settlers Hospitality views our employees and guests like family, and I am confident we can come together to endure this challenge. The health and safety of everyone in the Settlers Hospitality “family” is of paramount concern, and we thank you for your understanding as we move through the next several weeks. We look forward to many more years of welcoming you at our properties. Please check our websites and social media to stay updated on events and specials.

Thank you for choosing Settlers Hospitality.

Sincerely,

Justin Genzlinger, CEO/Owner

