

WYNDHURST



MANOR & CLUB

WHAT TO EXPECT DURING YOUR WYNDHURST MANOR STAY

In preparation for when we reopen our doors, our team has been establishing new safety measures and protocols in collaboration with leading health and sanitation experts. Every decision, new process, and procedure has been made with our Colleagues and Guests in mind.

HOUSEKEEPING

All housekeeping requests and turndown service will need to be pre-arranged and requested by you during your reservation and check-in experience.

You will be asked to confirm your housekeeping preferences during your experience planning calls and again upon your arrival.

Please be mindful that your Do Not Disturb sign has been removed from your room, so if there are any changes to your housekeeping preferences and arrangements, please call the front desk (dial "0") to arrange a service time.

Your room will not be serviced while you are in the room.

HOT TUBS, POOLS & FITNESS CENTER

Pool patio seating will be configured to allow for social distancing between guests. Common area Jacuzzis and hot tubs will have occupancy restrictions per state guidance. The steam rooms and sauna in the Wyndhurst Club will be closed until further notice.

ACTIVITY ROOMS / MEETING SPACES

These spaces and seating will be configured to allow for proper social distancing between guests and the instructor or specialists.

DINING

All the dining outlets will be open, along with ample outdoor dining space. The dining room and bar will have reduced seating capacity to allow for a safe distance between each seated guest.

Wyndhurst Manor will not offer buffet or family style dining service during meal periods.

All meals, snacks, and beverages at Sloane's Tavern will be available for takeout or to go dining.

There will be no fee for In Room Dining service.

All dining place settings will be provided upon being seated, not before.

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TEL 413.881.1639

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DO I HAVE TO WEAR A MASK & GLOVES ON PROPERTY?

Masks are required in all areas where social distancing measures cannot be met.*

The use of masks are highly suggested throughout the resort but are not required in the following areas:

- Dining room during meal periods
- Outdoor areas (pools, hotubs, hiking trails, patios, etc.) as long as social distancing measures are in place.
- Your guestroom

Signage will be placed throughout the resort as a reminder of where masks are mandatory. Masks will be available upon request and you will receive one in your welcome bag when you arrive, along with a small bottle of sanitizer.

*Mask requirements may vary depending on state and city guidelines and ordinances.

WILL TEMPERATURE CHECKS BE REQUIRED FOR WYNDHURST COLLEAGUES?

Yes, every Wyndhurst colleague will have their temperature checked upon arrival to property. Any colleague who has an elevated temperature will not be allowed on property and sent home until the temperature has subsided for 48 hours.

WHAT OTHER SANITATION MEASURES CAN I EXPECT TO SEE THROUGHOUT THE PROPERTY?

We have increased disinfectant wipe stations and sanitizer stations throughout the property. Public area restrooms will no longer have reusable, mini hand towels.

Communal coffee stations have been removed, however we are more than happy to make your favorite cappuccino or smoothie to go.

All Wyndhurst colleagues have completed enhanced sanitation and cleanliness training in accordance with CDC guidelines.

We have increased the frequency of disinfection of all common areas, doorknobs, countertops, desks, chairs, computers, keyboards, bathrooms. If you have any additional questions please do not hesitate to ask.

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