



# Bavarian Inn Lodge & Conference Center

“Downtown Frankenmuth ~ Across the Wooden Covered Bridge”

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Visit us on the internet at [www.bavarianinn.com](http://www.bavarianinn.com)

## “Creating Safe Experiences for Our Guests”

*(This document clarifies the breadth of existing and NEW protocols that are in place for the safety of our Staff and our Guests)*

On behalf of the Bavarian Inn Zehnder family, we assure you that in times of uncertainty, the safety and well-being of our guests and team members remain our highest priority. We are looking forward to welcoming you to the Bavarian Inn! We have been working diligently to provide the safest workplace for our Team Members to serve you, our guest! We keep all of those on the “front-lines” of the COVID19 pandemic in our thoughts and prayers. We all have to think of ourselves as on-the-front-line as we reopen the economy.

This detailed document has been refined to give you the most comprehensive public document on details of the Bavarian Inn Lodge phased-opening protocols to address sanitation processes as well as detailing what amenities and services are open.

We have accumulated and analyzed opening processes and procedures from global, National, State and local authorities. Anytime we update this Preparedness plan, it will be updated on our “stay” page of [Bavarianinn.com](http://Bavarianinn.com) as well as announced on our Facebook page.

**\*\*CLOSURE INFORMATION – effective December 21, 2020\*\***

***In order to support efforts to contain the spread of COVID-19 and complying with the MI Dept. of Health and Human Service mandate, the Bavarian Inn Restaurant will be closed for Dine-In service but is open for takeout options by calling 989-652-9941. All lower level Castle Shops are open as well!***

***The Bavarian Inn Lodge is open for guestrooms reservations, along with most amenities including all pools and hot tubs; the family fun center with arcade games, mini golf and the children’s play village; gift shops and coffee bar, and takeout & room service options for food and bar drinks. Both water slides remain closed at this time.***

## **Each GUESTS role in public safety for your family & all others: (Mandatory facemask at this time)**

We require all guests and staff to wear a face mask in ALL public areas of all Bavarian Inn properties at ALL times (from arrival to departure). This is for all guests ages 4 years of age and older.

- 1) Guests may remove masks when in their guestroom at their discretion or while in pool/hot tub
- 2) Respect social distancing of 6’ with people not in your party in all places and at all times.

- 3) Please wash your hands with soap for at least 20 seconds before rinsing with water, and do this regularly during your stay.
- 4) Sneeze and cough into a Kleenex and throw it away immediately. Second choice is into your elbow.
- 5) You will notice hand sanitizer stations readily available throughout our properties.
- 6) We ask all staff & our guests to cheerfully follow these guidelines for the benefit of protecting our Staff as well as all guests from COVID19.

**Guestrooms** - Many hard surface / deep cleaning items have been removed from the guestrooms to assure the best sanitization possible. Coffee makers (as an example) have been removed from all guestrooms. Instead we are offering free medium coffee to all in-house guests each morning in Martha's Gift Shop off the main hotel lobby.

**Oma's Restaurant, Lorelei Lounge & the Ratskeller Café** – Will be closed for dine-in service in accordance with the MDHHS Mandate through Feb. 1, 2021. Takeout and room service options are available.

**Martha's** – Is open with social distancing at cashiering stations and with plexi-glass shields at cashiering stations. Special protocols are in place for handling of coffee and tea service from Martha's Gift Shop.

**Indoor Fun Center Arcade and Mini Golf** – Are open with at limited capacities with proper social distancing.

**Swimming Pools and Water Slides** – Are open with limited capacities with proper social distancing.

## **The Bavarian Inn Lodge – “Safe Experience Initiative”**

As we progress thru this pandemic, more and more of the Bavarian Inn services and amenities are ready to help you and your family enjoy time together in a fun, clean and enjoyable environment. Everything is not normal yet, but we are very excited to adapt in our procedures & cleaning protocols while keeping the warm and friendly experiences that you have come to expect from Bavarian Inn over the past 92 years! Although our smiling faces continue to be behind masks, our entire team is happy to serve you with COVID19 protocols for the remainder of the year!

Below is a Summary of the areas that we have addressed within all of our departments and overall with all of our Bavarian Inn companies as we are able to reopen these services at the Lodge. There are unique customized checklists & procedures for every front-of-the-house and back-of-the-house department at the Lodge beyond what you will read below. Training sessions have occurred with all of our Staff and we are ready to create enjoyable experiences for you & for each other!

**Employee & Guest Health Concerns** Our employees have clear training on how to respond swiftly and report all presumed cases of COVID-19 on property to appropriate leadership. We will report cases to the Saginaw County Health Department immediately as well. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at work are instructed to immediately notify their manager (employees) or hotel security (guests). Guests will be asked to check-out immediately and the guestroom and areas this guest visited will go through stringent cleaning protocols.

**Cleaning Products and Protocols** The Bavarian Inn Lodge uses hospital grade cleaning products and protocols which meet EPA guidelines<sup>2</sup> and are approved for use and effective against viruses, bacteria and other airborne

and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

**Hand Washing** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Bavarian Inn employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the Fun Center gaming and mini-golf areas, going on break and before or after starting a shift.

**Personal Protective Equipment (PPE) Appropriate** PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping, public area attendants and all staff in direct contact with guests.

**Public Spaces and Communal Areas (Courtyard, Hallways, Fun Center, Lobbies (once open), Elevators** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, Perks Club counters, microwaves, public phones, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, and stair handrails, video games, mini-golf equipment, gym equipment, dining surfaces (once open), and seating areas.

**Hotel Guest Elevators** An employee will frequently sanitize the button panels inside and outside of all elevators on all floors. At least once per hour. Only travel in elevators with your own party. Use the stairwells as you can.

**Guest Rooms** Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, door frames, water faucet handles, nightstands, telephones, in-room light switches, thermostats, alarm clocks, luggage racks and flooring.

**Laundry** All bed linen and laundry will be changed between each guest's arrival. All laundry will be washed and dried at a high temperature and in accordance with CDC guidelines. **No in-room services will be provided with multiple night stays.** Guests may request additional linens to be delivered on stay-over days.

**Back of the House** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, employee restrooms & locker areas, loading docks, offices, kitchens, Perks Club, HR & accounting areas & training classroom areas.

**Shared Equipment** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

**Room Recovery Protocol** In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or

cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol and approval by the Saginaw County Health Department.

**Physical Distancing** Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing.

**Queuing. (Line-ups)** Any area where guests or employees queue are clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, Oma's Restaurant (once open) and Ratskeller Restaurant (once Open).

**Oma's Restaurant, Lorelei Lounge & Ratskeller (once Open for dine-in service)** Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

**Sunday Brunch** pool-side will be suspended until buffet style (or self-serve style) service allowed by the State Government.

**Meeting Rooms & Convention Spaces (once Open)** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

**Martha's Gift Shops** Guest occupancy limits will be enforced to allow for appropriate distancing for the benefit of staff and guests.

**Back of the House** Physical distancing protocols will be used in the employee dining rooms, training classrooms, shared office spaces, the employee lockers and other high-density areas in order to ensure appropriate distancing between employees.

**Departmental Standard Operating Procedures / COVID Protocols** Every front and back-of-the-house department has written cleaning, sanitation and social distancing protocols in place. This is done to protect co-workers as well as all of our guests.

**Please note:** *We are practicing all preventive measures to stop the spread of COVID-19, including guidance from the CDC, FDA, EPA, the State of Michigan, and our local health department. Despite all of our efforts, you are entering a public facility at your own risk.*

**GENERAL ADVICE**



WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC



DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS



COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE FROM OTHERS