



## Our Commitment to Your Safety

On behalf of the entire staff, we are delighted you will be joining us for the 2021 Streamsong Invitational. We look forward to providing you with an enjoyable and memorable stay.

During this challenging time, our team is committed to offering you a safe and comfortable stay, as the safety and wellbeing of our guests and associates is of paramount importance. Some of our services may have changed to maintain a safe environment for you and our staff, but our hospitality will forever remain intact.

Due to Local, State and Federal directives we ask that you maintain appropriate social distancing with other guests and staff, and wear a mask or face covering while in all public areas of the hotel.

**For the safety of our guests and staff, and consistent with Centers of Disease Control and Prevention (CDC) guidance, we ask all persons who believe they may have COVID-19, or who are awaiting test results for COVID-19 to refrain from checking into the hotel until they are cleared by a medical professional. If you are required to quarantine or if you test positive for COVID-19 during your stay at the hotel we request you quarantine in your room and immediately contact the hotel general manager to discuss next steps. In the event you are diagnosed with COVID-19 within 15 days of departure we ask that you notify the hotel so we may take the necessary guest and associate precautions.**

### **Service Adjustment:**

- Prior to your arrival, your guestroom was thoroughly and professionally cleaned for your safety and comfort. For the safety and privacy of each of our guests, as well as the safety of our staff, we will provide housekeeping services during your stay only with a prior appointment. Please contact the Front Desk or Housekeeping to schedule the cleaning of your guest room. We will require all guests to vacate the room for a minimum of three hours prior to service.
- If you choose to decline housekeeping service, please contact the front desk if you would like to have fresh linens and amenities delivered to your room.
- If you have trash to be picked up, please contact our guest services staff and leave your trash can outside your door prior to 9:00 am and our staff will retrieve and leave you a new liner with your trash can.
- For extended stay guests our housekeeping department will arrange for a scheduled refresh service for your room at your convenience.

We have made these adjustments for the health and safety of our guests and team members. We appreciate your understanding during these uncertain times. Safety policies and procedures are subject to change based on national and state government protocols.

Please feel free to contact us if we can be of further assistance or you have any questions.