



Dear Valued Guests,

During these unprecedented times, we recognize the need to do all we can to ensure the health and safety of our guests, employees, and community.

We encourage you to review the [Centers for Disease Control and Prevention's website](#) for the latest information about Covid-19. Below are the comprehensive protocols and procedures we are putting in place to ensure the health and safety of our guests and employees.

Stratford Hall lodging is re-opening April 1, 2021 and we are currently accepting reservations. If you have questions regarding reservations, please call us at (804)493-1967 or email us at [reservations@stratfordhall.org](mailto:reservations@stratfordhall.org).

### **COVID-19 HEALTH AND SAFETY PROTOCOLS**

If you are experiencing a fever, symptoms of COVID-19, or known exposure to a COVID-19 case in the prior 14 days, please contact us to reschedule your visit. We ask that any guests who exhibits symptoms of COVID-19 while at the property inform an associate immediately.

#### **Lodging Rooms**

Throughout all accommodations and public spaces, surfaces will be thoroughly cleaned and disinfected with increased frequency. Particular attention will be paid to high-touch areas including remote controls in shared spaces, door and furniture handles, in-room control panels, alarm clocks, luggage racks, and restroom handles.

#### **Physical Distancing**

Guests are advised to practice distancing by standing and sitting at least six feet away from other groups of people not traveling with them while moving throughout the property. Employees are reminded to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. In all shared spaces, guests and employees are required to wear masks.

#### **Arrival & Check-In**

We will contact you the morning of your arrival to review check-in instructions and inquire about your estimated time of arrival. Check-in time is 2:00 PM. Please park in the parking spaces across from the Dining Room. Please leave your luggage in your vehicle during the check-in process, as the reservationist will assist you in locating your room during the check-in process. We require all guests inside the building to wear masks.

## **Lodging Room Assignments**

The health and safety of our employees and guests is our primary concern. We may change your room assignment prior to your arrival to ensure the health and safety of our guests.

## **Housekeeping Services**

Daily housekeeping services are available to all guests. If you wish to have your room serviced during your stay, please display the “Service Please” sign on your door handle. If you do not wish to have your room serviced, display the “Privacy Please” sign on your door handle. Cleaning services are available until 1:00 PM.

## **To-Go Breakfast**

Individually wrapped To-Go Breakfast items are available at the Check-In desk in the Dining Room.

## **Contact-less Check-Out**

Any outstanding balances will be charged to the card on file. Guests will receive an email folio the morning of their departure. A hard copy will be provided in the room if we do not have an email on file. Please leave your room keys in the room and call the reservation desk (804)493-1967 to inform them of your departure.

## **Guest Experience**

You may notice a few changes to your guest experience. The Cheek and Astor Guest House kitchens are currently closed. Access to refrigeration may be limited during your visit; please confirm with our reservations office prior to arrival. In-room disposable paper products and revised guest check-in procedures are a couple of ways we are working to follow social distancing guidelines and to limit contact between our team and guests.

We look forward to seeing you soon!