

## **Health and Safety Protocols Reluctant Panther Inn & Restaurant**

### **Travel Restrictions**

Please visit <https://accd.vermont.gov/covid-19/restart/cross-state-travel> for up to date information regarding travel restrictions prior to booking your visit!

We are so pleased to welcome you to Manchester and the Reluctant Panther Inn and Restaurant, southern Vermont's finest small luxury hotel. We want to assure you that the health and safety of our guests and team is a priority for us. This assurance is reflected in our design, our operation, and our firm commitment to you. Please review the following information regarding what you can expect when you arrive and during your stay at the Reluctant Panther.

### **General Property Information**

The cornerstone of the Panther's luxurious design has been to provide a feeling of spaciousness, privacy and security. The Panther's 20 rooms are spread out over a three building campus, with 11 rooms in the Main building, 7 in the Mary Porter building and 2 in the Pond View building. The rooms are large and airy and a number have private entrances. The maximum number of rooms on any floor is 8 on the second floor of the Main building. The uncrowded campus, and generously large guest corridors and public spaces allow freedom of space and social distancing.

We are following guidelines set by the CDC, the State of Vermont and other related government authorities in developing our operational procedures and protocols. These procedures, protocols and adapted operational programming are subject the change based on guidance from the various authorities.

- The property has been deep cleaned and sanitized. We are maintaining a schedule of multiple sanitation cleanings daily to ensure safe and comfortable environments for our guests and team.
- Hand sanitizer stations are located throughout the property.
- Disposable masks are available upon request at our front desk.
- The health of all team members is carefully monitored. All team members undergo extensive Covid-19 training. Daily temperature checks are required for all team members and a daily health log is kept. And, any team members that has any reason to believe they may have been exposed to Covid-19 or the flu, or are showing symptoms of either are instructed to NOT come to work.

### **Room Guest Arrival and Departures**

- On-site parking is available and is self-park only.
- Check-in will be expedited to accommodate minimal contact, and the Guest Services team may be reached by phone at any time for additional assistance.
- After arriving at the Guest Services desk in the Main building, you will be escorted directly to your room upon arrival and check-in.
- Guests will receive a final bill via email prior to departure, so it will not be necessary to visit Guest Services to complete your check-out.
- Bell services have been suspended. Guest Services is available to assist you with individual requests.

## **Housekeeping**

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch items such as remote controls, light switches, door handles, faucets and water closet handles, temperature control panels, luggage racks and other non-porous items.

We want to provide you the highest level of service and attention, but we understand if you prefer to limit team members entering your room. To accommodate personal preferences, we are offering options for Housekeeping services, please be advised turn down services have been suspended. Your housekeeping preference will be confirmed at arrival.

- Housekeeping Daily Service: Has been paused for guests staying only one or two nights. Daily Drop service is available for these guests.
- Housekeeping 2 Day Service: For those guests staying more than 2 nights, the Panther team will not service your room on a daily basis but will enter and service your room on the day after your 2<sup>nd</sup> night with us. We do ask that guests vacate their rooms while housekeeping is servicing the room.
- Housekeeping Daily Drop Service: We understand some of you may not want to share your space with others once you arrive, so we will stock your room appropriately and are prepared to drop additional supplies and towels at your door upon request. Upon arrival, we will discuss options for additional requests and linen exchanges.
- Turn Down Service: To minimize employee presence in guest rooms, turn down service is paused at this time. Beds will be made with turn down, prior to guest arrival.

We do still plan to leave our famous nightly cookies in a bag at your door each evening. Guest preference will also apply to in-room coffee service. Coffee makers have been removed from all rooms but you may request a coffee maker be put in your room. Paper pads, pens and magazines are available upon request.

Please contact the Guest Services team if you have any questions regarding housekeeping.

### **Guest Breakfast**

- Breakfast is available via in-room dining only and is not currently available in the dining room. At check in guests will be asked their breakfast menu preferences and desired delivery time. Offerings will include single served or portioned items from local purveyors certain to start your day off well. Breakfast picnic baskets will be delivered and left outside your room at the appointed time. When you are finished with breakfast, please leave the baskets, dishes and waste paper outside your door.

### **Dining at the Panther**

- Dining will be available in the Panther's dining room and outdoor terrace, as well as in-room via room service.
- At this time, advance reservations are required for the dining room and terrace. Reservations may be made by calling the Inn, via our website or via Open Table. Reservations may be made for a maximum of 6 people. We are not currently accepting walk-ins. Please take care to arrive as close as possible to your reservation time as there will be no waiting area available.
- To ensure a relaxing and enjoyable dining experience, seating in the dining room and terrace has been designed to allow for comfortable spacing. Guests are invited to our open seating concept and asked to remain mindful of the safety and comfort of all guests. Tables cannot be moved, to ensure proper spacing. Vermont guidelines currently include the language that guests must also be masked when not eating or drinking.
- Although we love our guests, we have asked our team members to discontinue handshaking and to use non-contact methods of greeting.
- State regulations currently require guests wear a mask except when dining.
- While we are always diligent in maintaining health and sanitation codes, surfaces will be sanitized with increased regularity.
- Single use, disposable menus and single use condiments will be used.
- While we offer full beer, wine and alcohol service, there will be no seating at any bars, nor will you be able to walk up to a bar to order a drink before, during or after your meal.
- Restaurant team members will be wearing masks for the safety and comfort of guests.

### **Team Members**

- The health of all team members is carefully monitored. All team members undergo extensive Covid-19 training. Daily temperature checks are required for all team members and a daily health log is kept. And, any team member that has any reason to believe they may have been exposed to Covid-19 or the flu, or are showing symptoms of either, are instructed to NOT come to work.
- Team Members in all departments have undergone specific training to ensure the highest levels of health, sanitation and hygiene procedures.
- All team members will wear masks while on property and will wear gloves as their duties require.

Please feel free to contact the Guest Services team if you have any questions regarding our procedures and protocols.

We hope your visit to Manchester and the Panther creates wonderful experiences and fantastic memories!