

**Dear Loyal Heartwood Customer,**

Your health, welfare and safety are top priority when you choose to stay at Heartwood Resort & Conference Center. In light of the rising concern of COVID-19 (coronavirus), I wanted to personally reach out and let you know that we have modified our cleaning protocols and processes for our guest rooms and hotel common areas in an attempt to slow down the spread the virus and any other harmful germs/bacteria that may be out there.

We are closely monitoring the guidance of the World Health Organization and the Centers for Disease Control and Prevention regarding the spread of the virus. We are focused on meeting our guest's needs while doing our part to keep you, our employees, and the surrounding communities safe.

Here are some highlights:

- We utilize advanced techniques to clean guest rooms after each stay. We are paying close attention to "high touch point areas" such as key cards, door handles, locks and latches, light switches, public computers, elevator doors and buttons, desk surfaces, telephones, television remote controls, and bathroom fixtures.
- The staff and management have heightened sanitizing attention to the common areas, such as the front desk, breakfast room (furniture and service items), and fitness center equipment.

In addition, we are taking steps to ensure the welfare of our valued employees. This includes:

- If an employee is not feeling well (or an immediate family member/roommate), we ask that they stay home to avoid passing their sickness to others.
- Employees are required to wash their hands properly and often. We ask that they use hand sanitizer whenever possible.
- You will see employees regularly wiping down and sanitizing their workspace.
- We encourage employees to maintain a healthy lifestyle through a proper diet, sleep, and exercise to help keep their immune systems strong.
- Most importantly, if they have flu-like symptoms they are advised to consult a doctor and seek medical care.

Your health and well-being are our highest priority and we truly appreciate the trust that you place in us when you choose to stay at Heartwood Resort & Conference Center.

Mike Olney  
*General Manager*  
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