



## **COVID-19 Policy**

### **NH Emergency Order**

The State of NH has issued an Emergency Order to Hotels, Motels and Inns. This order prohibits basic rentals to vacationers, who are traveling for tourism. We have been directed to post our policies on our website, and to cease accepting online reservations. All reservations must meet the guidelines provided by the state and be made over the phone. Guests who meet the following conditions can make reservations with the Lake Wentworth Inn:

- NH Residents who are self-isolating or self-quarantining
- Individuals who are 'Houseless', which includes people in-between houses due to building and renovations or not currently having a permanent residence; Seasonal residents of RV Parks, Islands, and other seasonal residents
- Individuals receiving medical treatment or assisting family members, who require assistance
- Individuals unable to return to their homes outside of New Hampshire due to flight cancellations, border closures, or other direct and material constraints on travel
- Individuals in need of housing, accommodation and shelter due to extenuating circumstances such as fire or casualty
- Persons who are victims of or at risk of domestic violence
- Children in emergency placements

## **Inn Policies**

The Lake Wentworth Inn has reviewed its policies to ensure a safe and healthy environment for both guests and employees:

- All bedding and rooms are cleaned utilizing EcoLab products, which are the same line of products as used in nearly all hospitals in the United States
- Any employee showing flu-like symptoms are to stay home. Specifically a fever, cough, or shortness of breath
- Hands are to be washed frequently. Recommendation is to use soap and to wash for 20 seconds. Hand sanitizer can also be used, when soap and water are not available, hand sanitizer is recommended. (Note: Hand sanitizer is basically a mix of Aloe Vera Gel, and Isopropyl Alcohol. Soap is the preferred method, based on CDC Recommendations.)
- We respectfully ask guests to maintain the 6 foot distance from employees as recommended by the CDC
- Our Common Areas and Lobby have been closed. We still have a Manager on site from 10am to 6pm, and they can be reached by phone. Any toiletries, towels, etc... will be delivered to you.
- Housekeeping is to wear gloves when in any room, and they follow strict cleaning standards especially the cleaning of door knobs, faucets, and areas frequently touched.
- We encourage all incoming guests to call from their vehicle, as we can process transactions and remotely code the keyless entries to their rooms; We feel that our Motel style rooms that provide direct access from your vehicle to your freshly cleaned room, is the safest arrangement for our guests
- Any short term rental is left vacant for 72 hours, prior to renting the room to a new guest
- For the safety of our guests, we have informed the Red Cross that we cannot house people positive with the COVID 19 virus

## **CDC Recommendations**

Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Stay home if you're sick

- **Stay home** if you are sick, except to get medical care. Learn [what to do if you are sick](#).

Clean and disinfect

- **Clean AND disinfect [frequently touched surfaces](#) daily**. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.