



Dear Valued Guest,

Like everyone else, we are closely monitoring new developments regarding COVID-19 (coronavirus). The health and safety of our guests and employees is of the utmost importance.

We are committed to doing everything we can to make The Shawnee Inn and Golf Resort a respite to escape, relax, and REJUVENATE.

We provide a conveniently located drive-to destination (no flying), individualized recreational opportunities (golfing, skiing, biking, hiking, kayaking, walking, relaxing), plenty of fresh air and wide open spaces.

We are also dedicated to raising our usual standards of cleanliness and health safety *even higher*.

What We Are Doing:

We have implemented several new policies and procedures, which follow recommendations from the U.S. Centers for Disease Control and Prevention (CDC).

We are regularly communicating with our employees to reinforce our sanitization safety procedures in both guest-facing and back-of-house areas. We are sanitizing high-traffic public areas at an increased frequency.

- Hand sanitizers are located throughout public locations. Sanitizers are refilled and checked regularly.
- Public touch points, such as handrails, elevator buttons, door handles and knobs are cleaned multiple times throughout the day.

Surfaces such as front desk, restaurant counters and dining tables are wiped regularly.

All departments have implemented hand washing or sanitizing procedures to take place multiple times during the employee's shift.

- All employees have been instructed and are consistently reminded on correct hand sanitizing procedures.

- Employees are instructed to wash hands before and after eating and before returning to a work area.
- Proper procedures are posted in all back-of-house work areas.

Dining in our restaurants.

- Staff training in restaurants should include empathy for guests who might not want to sit close to others and being prepared to anticipate requests to be well-spaced in the dining room when possible.
- We will no longer be service breakfast buffets until further notice. Ala Carte breakfast will be available in the River Room seven days a week until further notice.

Handling upcoming reservations and cancellations.

- Refer to the Pocono Mountains Visitor's Bureau site for updated information about the region please [click here](#).
- We will continue to take reservations. Cancellations will be allowed until 4:00pm the day prior to arrival through March 31, 2020.
- Group reservation bookings or cancellations will be handled through our group sales office at: 570.424.4000 x.1405. As always our desire is to do what is best for our guests and we will work out an affordable stay or amicable rebooking.

We understand the growing concern surrounding coronavirus (COVID-19) across our communities, and our hearts go out to all those who've been impacted. Please reach out to us if you have any questions or concerns.

Sincerely

Robert A. Howell

Rob Howell

General Manager