



FARMHOUSE INN

Farmhouse Inn Health, Safety and Wellness Efforts

We are so pleased to welcome you back to Farmhouse. We want to assure you that our number one priority is the health and safety of our guests and team. Please review information about some changes you can expect when you arrive and during your stay at the Farmhouse. We have heightened our already stringent practices around food handling, property wide sanitization, disinfection and cleaning, plus specific measures based on the guidance of local health authorities and the current situation.

Employee Care:

Upon arriving for the day all employees will be health **screened** prior to their shifts.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Farmhouse Inn employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking , going on break and before or after starting a shift.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants in direct contact with guests.

General Property Information

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, and we have added hand sanitizing wipes to each room for guests' personal use.

Disposable masks are available upon request.

All services will be performed to accommodate safe distancing.

The health of our team members is being carefully monitored. 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, has access to a special paid time off program.

**7871 River Road, Forestville, California 95436
707-887-3300 www.farmhouseinn.com**



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Arrival and Departures

There is no car valet service available.

Arrivals will be spaced out to allow for individualized guest check-in. 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.

Guests will have the option to use a key code downloaded on their smart phones for touchless key service.

In room check in is offered to all arriving guests, the Guests Service team can call once you have settled in and review the room features, dining options and any local recommendations.

Guests will receive a final bill via email prior to departure, so it will not be necessary to visit the Front Desk to complete your check-out.

Housekeeping

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:

- **Housekeeping Daily Service:** *The Farmhouse Inn standard, for those guests who prefer daily make up and turndown service.*
- **Housekeeping Limited Service:** *Our team will access your room once daily to provide make up service and refresh your accommodations.*
- **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 for the entire stay. Upon arrival, we will discuss options for additional requests and linen exchanges.*



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Dining:

To ensure a pleasant and safe dining experience, table spacing has been adjusted to allow for six feet between tables. Guests will be seated at least 6 ft. apart to ensure proper spacing.

While we are always diligent in maintaining health and sanitation codes, surfaces will be sanitized with increased regularity.

The Restaurant: Reservations Required for All Meal Periods

- *Breakfast daily from 8 AM – 10 AM*
- *Dinner: Thursday – Sunday from 5:30 PM – 9:00 PM*

FARMSTAND: *Our “food truck” concept open daily from 11:00 AM – 4:00 PM and Tuesday and Wednesday from 11:00 – 7:00 PM.*

In Room Dining *will be available from 8:00 AM – 9:00 PM daily. Service team will be well educated on protocols and safety measures for in room delivery or request drop off service only.*

Guests can enjoy wine tastings daily and these activities will adhere to CDC guidelines for the number of people gathering in one location.

The Spa / Wellness

The Spa will operate based on guidelines provided by the CDC, the governor of California and the local Department of Health agency regulating spas in Sonoma County. At present the Spa is closed and no opening date has been established.

Activities

The Pool will remain open, the patio and pool deck have been properly set for social distancing and personal comfort.

Social distancing will be practiced throughout any activity for both team and guest safety where applicable.

Please contact the Guest Service Team at ext.: 100 if you have any questions.

All procedures and adapted programming are subject to change based on guidance from the CDC and applicable governmental authorities

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