
Valhalla

To All Valhalla Guests,

As you know, COVID-19 has become something that none of us have experienced in our lifetime. As of May 1st, Valhalla will be open with limited services in compliance with new state regulations and to provide precautions regarding the situation at hand.

The following are the changes to our services:

- Surfaces, door handles, and frequent touchpoints like elevator buttons will be sanitized/disinfected frequently.
- We have established "Sanitization Stations" throughout the hotel offering hand sanitizer.
- Cash will not be accepted anywhere within the resort.
- All our public restrooms now provide hands-free dispensing.
- Face masks will be worn by all Valhalla staff.
- All contact items such as rack cards, magazines, guest directories, robes and slippers, etc. have been removed from the guest rooms.
- Mini bar items, including snacks, have been removed and are offered in the gift shop and through Reservations.
- Wine Tours & Tastings unavailable until further notice.

Valhalla Dining:

Breakfast: 8 AM – 11 AM | Breakfast served in the Caledonia Room.

AM coffee bar and PM fruit water bar unavailable.

Lunch: 11 AM – 3 PM | Regular service at the Staghorn Grill (Fri-Sun also in the Caledonia Room)

Dinner: 5 PM – 9 PM | Regular Dinner Service with limited menu, **reservations strongly recommended.**

Sky Bar: 5 PM – 9 PM

Tables will be seated a minimum of six feet apart. Condiments, including salt & pepper, available only upon request.

Valhalla Housekeeping:

- Each room will be thoroughly cleaned and sanitized between guest stays.
- Full-Service Room-Refresh and turn down services will be unavailable. Guests may call to request products and towels from guest services; however, no staff members will be permitted in guest rooms for any reason during guest stays.

Valet Service:

No valet service provided until further notice.

No Shuttles available.

Solasta Spa Offerings:

Limited Spa services based on availability. Please contact Solasta Spa or visit our website for more information: (706) 878-2200 ext. 4.

www.ValhallaResortHotel.com

Innsbruck Golf at Valhalla:

Tee Times Open: 8:30 AM – 5 PM, 7 days-a-week. Please call 706-878-2100 for Tee Times

The Gym, Pool, and Steam Room:

- The Fitness Center will be available for guest use between 8 AM – 5 PM per guest request.
- Pool is available for use.
- Steam Room closed until further notice.

Valhalla Front Desk:

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- Valhalla now provides contactless check-in. Driver's licenses will be photographed in your hands instead of scanned (state regulation). Please note: **the credit card you book with will be required to be the card on file for your entire stay, including room charges, to avoid anyone but you from touching it.** Credit cards will be charged the balance above the deposit prior to arrival on the day of arrival.
- We will no longer be requiring signatures at check-in; however, please note that our new Room Authorization form states that by entering the room, you agree to our policies:

*Remember, Valhalla is an Adult only resort, children under the age of 14 are not permitted to stay on property or use the fitness center/ pool facilities. Suites are designed to accommodate two guests at a time, a \$50 fee may occur for extra guest. Valhalla Resort Hotel Rooms and common areas are smoke free. Guests are subject to a \$200 fee if guest is found smoking in guest rooms or within common areas of the hotel. A smoking area is provided for smoking guests outside, at the end of the first- floor stairwell. Pet Friendly Rooms incur a nonreturnable Pet Cleaning Fee of \$50. Pet friendly rooms require guests to sign a pet policy agreement. Any pets brought on property without notice will incur a \$200 fee plus the \$50 pet fee. Villa Guests will be required to pay \$150 refundable damage deposit at check in. Damage deposit will be returned after checkout and inspection. Damages to the rooms will be applied at check out after inspection and an itemized bill will be sent to the guest. Any Early departures are subject to full charge of room in full. All room charges, incidentals, or damages that occur to the room, bungalow or villa will be charged to the credit card placed on file. I understand and authorize Valhalla Resort Hotel to apply these charges to said credit card with or without notice. **By staying on Valhalla Resort Hotel property and properties owned by Valhalla Resort Hotel, I agree to the terms above with or without signature on authorization page.***

Cancellations:

A 7-Day cancellation and rescheduling policy is now in place, with full deposit refunds available if canceled before policy.

We thank you for understanding the limitations of service during this time and will continue to provide information on changes to these plans. Please note, some hours and style of operations have changed with the City of Helen and may affect some off-site options. If you have any questions or concerns, please feel free to email our Operations Manager, Justin Bostock, at jb@valhallareshotel.com or our reservations team at reservations@valhallareshotel.com.

Thank you,
Valhalla Management