

At the Coeur d'Alene Resort, providing Great Guest Moments on the shore of beautiful Lake Coeur d'Alene has always been and will always be our mission. In order to uphold this, we've made the health and well-being of our Guests, Team Members, and community our top priority.

Face coverings are required by the Panhandle Health District within the community and at The Resort. It is the responsibility of our Guests to wear face coverings when physical distancing cannot be achieved. The Resort will have complimentary masks available to Guests if needed. Due to the personal responsibility, you may encounter others choosing to not wear face coverings, however, all Resort Team Members will be wearing masks at all times.

We have a detailed health and safety plan to keep our Guests, Team Members, and community safe. Each operating department has its own customized set of procedures. It is based on the best available science and sanitation methods reported by the Center for Disease Control and with constant communication with the Panhandle Health District. We will continue to refine and update this plan as we gain more knowledge and attributes of the virus.

Truly,



William T. Reagan  
President  
The Coeur d'Alene Resort

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### **ENTRY, LOBBY, LOGO SHOP**

- Staff are required to wear face coverings.
- Face coverings are required by the Panhandle Health District in any public spaces when physical distancing cannot be achieved.
- Infrared temperature screening is conducted prior to entering the lobby.
- Signs at all elevators recommending no more than four people unless with the same party.
- White coat specialist cleans and sanitizes all high touch areas throughout the day and evening.
- Hand sanitizers are provided throughout the lobby and near elevators.
- Masks available upon request.
- Ultra-Static sprayer utilized on all soft surface furniture each evening.
- Hospital grade clean air filtration utilized in all public spaces and guestrooms (MERV filters with 13 rating).
- CDC recommended cleaning products utilized in all areas.

### **FRONT DESK & CONCIERGE**

- Staff are required to wear face coverings.
- Stanchions are in place at the front desk and concierge to create proper distancing.
- Touchless card readers are at each check-in station.
- Information sheet outlining precautionary measures being taken are given to each Guest at check-in.
- Guest directory and menus available via smartphone QR code provided at the Front Desk, Concierge and in the room.

### **HOUSEKEEPING**

- Staff are required to wear face coverings.
- Guests will be asked at check-in if they would like full housekeeping service, partial service or no service during their stay. Housekeeping will not enter the room unless requested by the Guest.
- Rooms will be sealed after they are cleaned and sanitized to ensure no one enters until Guest check-in.
- Ultra-Static sprayer utilized on all soft surface furniture periodically for added precaution.
- Hospital grade clean air filtration utilized in all public spaces and guestrooms (MERV filters with 13 rating).
- CDC recommended cleaning products utilized in all areas.
- Extra time taken and special products used to clean high touch areas such as door knobs, light switches, thermostats and remote controls.
- All unnecessary items such as magazines, newspapers, reusable menus, etc. will be removed from the guestroom.
- Guest directory and menus available via smartphone QR code provided at the Front Desk, Concierge and in the room.

### **VALET & BELLSTAND**

- Staff are required to wear face coverings.
- Hand sanitizers are provided at the front entrance.
- Luggage assistance is offered or a luggage cart will be provided for those who prefer handling their own luggage
- Luggage carts are sanitized after each use.



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SANITATION  
SOCIAL  
DISTANCE**

## FOOD & BEVERAGE OUTLETS

- Staff are required to wear face coverings.
- Face coverings are required by the Panhandle Health District while being seated or moving throughout the restaurants and lounges.
- Face coverings can be removed once seated.
- Electronic menus are utilized or available via smartphone QR code provided when seated.
- CDC recommended food safe cleaning products utilized in all areas.
- Extra time taken and special products used to clean high touch areas such as door knobs, chairs, electronic menus, etc.
- Ultra-Static sprayer utilized on all soft surface furniture each evening.
- Hospital grade clean air filtration utilized in all public spaces and guestrooms (MERV filters with 13 rating).
- Serving utensils replaced and sanitized more frequently and all food and beverage service employees either wear gloves or wash and sanitize hands between each table service.

## SPA

- Staff are required to wear face coverings.
- Face coverings are required by the Panhandle Health District while moving throughout the spa or while seated in shared waiting areas.
- Face coverings can be removed once inside the treatment room.
- CDC recommended cleaning products utilized in all areas.
- Ultra-Static sprayer utilized on all soft surface furniture each evening.
- Hospital grade clean air filtration utilized in all public spaces and guestrooms (MERV filters with 13 rating).
- Guests can forgo accessing communal spaces if requested.
- All treatment spaces are sanitized between each service.
- Always provide clean sanitized linens, towels, robes, sandals, etc. for each service.
- Touchless card readers are at each check-out.

## POOLS

- Staff are required to wear face coverings.
- CDC recommended cleaning products utilized in all areas.
- Private cabanas are available to rent and seating can be moved to accommodate physical distancing.
- Serving utensils are replaced more frequently and all food & beverage service employees either wear gloves or wash and sanitize hands between each table service.

## PUBLIC CRUISES

- Staff are required to wear face coverings.
- CDC recommended cleaning products utilized in all areas.
- Tickets sold to a reduced capacity of 70%.
- Upper deck available for outdoor seating and all windows open to allow for additional air circulation.
- Food and beverage packaging in individual servings provided when possible and plexiglass shields offered for staff or guest-served food stations with serving utensils replaced and sanitized more frequently.
- Hand sanitizers and gloves provided at all events.
- All food and beverage service employees either wear gloves or wash and sanitize hands between each table service.



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### PRIVATE EVENTS & CRUISES

- Staff are required to wear face coverings.
- Face coverings are recommended when physical distancing cannot be achieved, but are not required at private events per Panhandle Health Department.
- Temperature checks will be conducted before entering the Resort and private temperature check stations can be requested for your group at an additional cost.
- CDC recommended cleaning products utilized in all areas.
- Extra time taken and special products used to clean high touch areas such as door knobs, light switches, thermostats and audio-visual equipment.
- Ultra-Static sprayer utilized on all soft surface furniture each evening.
- Hospital grade clean air filtration utilized in all public spaces and guestrooms (MERV filters with 13 rating).
- Hand sanitizers and gloves provided at all events.
- Outdoor spaces are recommended whenever possible including Lakeview Terrace, Cruise Boats, Front Plaza and Hagadone Event Center and Garden.
- Special seating options provided when available to achieve appropriate physical distancing.
- Food and beverage packaging in individual servings provided when possible and plexiglass shields offered for staff or guest-served food stations with serving utensils replaced and sanitized more frequently.
- All food & beverage service employees either wear gloves or wash and sanitize hands between each table service.
- Virtual and hybrid options available at an additional cost.



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