



COVID-19 Guidelines at Wisp Resort

We are looking forward to seeing you at Wisp Resort, and we are taking a number of measures in order to keep you and your family safe during your visit. In addition to following Center for Disease Control (CDC), State, and other Guidelines for practicing safety and physical distancing to prevent the spread of COVID-19, we have also implemented several cleaning procedures around the resort. We will continue to monitor the latest policies, procedures, and practices, operating in compliance with physical distancing restrictions, maximum capacities, and other requirements as established by state and local authorities. We have provided a list of how Wisp Resort plans to keep a healthy environment for your convenience:

- Upon arrival to work Wisp Resort conducts a daily screening of employees for symptoms or exposure to COVID-19.
- Employees are trained on proper cleaning, sanitizing, and hand hygiene protocols and guidelines set forth by the CDC, frequently sanitizing restrooms, and guest entrances.
- Signage is visible to guests and employees addressing recommendations to “Stop the Spread” throughout the resort.
- Hand sanitizer and handwashing facilities are readily available for guests where appropriate.
- All staff members wear facial coverings and we ask that all guests wear facial coverings as well when walking in common areas and activity sites.
- We ask that guests do not congregate in any common areas or activity sites.
- We have plexiglass dividers at appropriate guest counters and sales locations.
- The resort disinfects pens, credit card machines, and cashier counter space.
- In addition to our customary high cleanliness standards, frequent cleaning of facilities per CDC guidelines are taking place, particularly of “high touch” surfaces.
- We are maintaining CDC recommendations for physical distancing at outdoor seating locations.

Please let us know if you have any further questions by calling the Wisp Resort Call Center at 800.462.9477. We look forward to your visit in the beautiful Deep Creek Lake area.

The Team at Wisp Resort