



COVID-19 Guidelines

Dear Guest,

We are looking forward to seeing you at Wisp Resort, and we are taking a number of measures to help keep you and your family safe during your visit. In addition to following applicable guidelines from the State of Maryland and the Center for Disease Control (CDC), Wisp is implementing industry best practices for safety and social distancing in an effort to help prevent the spread of COVID-19. We have also implemented a number of additional cleaning procedures around the resort. We will continue to monitor the latest policies, procedures, and practices while operating in compliance with social distancing restrictions, maximum capacity limits, and other requirements as established by state and local authorities. Some of the specific steps we are taking include:

Resort:

- Wisp Resort is conducting daily screenings of employees upon their arrival at work to check for symptoms of COVID-19.
- Employees are trained on proper cleaning, sanitizing, and hand hygiene protocols/guidelines set forth by CDC.
- We are stepping up the frequency of sanitizing restrooms and guest entrances.
- Signage has been posted to remind guests and employees to help “Stop the Spread” throughout the resort.
- Hand sanitizer and handwashing facilities are readily available for guests where appropriate.
- All staff members are wearing facial coverings, and we ask that all guests wear facial coverings when walking in common areas and at activity sites.
- We ask that guests do not congregate in any common areas or activity sites.
- Glass dividers have been installed at all guest counters.
- The resort is disinfecting pens, credit card machines, and cashier counter spaces.
- In addition to our customary high cleanliness standards, we are frequently cleaning our facilities per CDC guidelines, particularly “high touch” surfaces.
- We are maintaining CDC recommendations for physical distancing in our indoor and outdoor seating locations.

Arrival and Parking:

- Please park a minimum of 12 feet from other vehicles in order to maintain proper physical distance from other arriving guests.
- In the parking lot and at all times at Wisp, please practice social distancing of at least six feet from anyone who has not been in your co-quarantining household.

Golf:

- All league, clinic, camps, and organized activities will remain suspended until further notice from the State of Maryland.
- Practice facilities at Lodestone Golf Course are open with social distancing protocols in place.
- Approved pairings may ride in properly sanitized golf carts. Approved pairings are family members or other guests that have quarantined together over at least the past 14 days.
- Groups of four are permitted when walking the course. Only single riders are allowed in a golf cart unless the two riders are from the same family or have co-quarantined for the past 14 days.
- Wisp Resort is frequently cleaning the facilities.
- Golf carts will be cleaned before departure and upon return.
- All players must remove their own trash. No trash collection is available on site.

Deep Creek State Park:

- As kayaks/paddleboards are hauled or launched, employees will make every effort not to be within 6-feet of one another, and we ask that guests remain at least 6-feet from one another and from the staff as well.
- Boat mates in kayaks and canoes should be housemates on land.
- No rafting up is allowed. Please keep distance between boaters.
- Our employees are thoroughly sanitizing vessels both when they arrive and before they leave after each job.

Hotel:

- Your guest room will be appropriately disinfected and inspected prior to your arrival.
- If you are staying two or more nights, we will ask if you wish to have daily housekeeping service, or prefer no employees enter the room during the stay unless required due to emergency.
- Lobby areas, guest entrances, fitness centers, and elevators will be sanitized more frequently.
- There will be a limited number of individuals allowed in meeting rooms, fitness centers, and public gathering areas to maintain appropriate social distancing.
- Pool furniture will be arranged in small groupings 6' apart. Please respect the distancing and return any furniture you move to accommodate your group to its original social distancing placement.
- Light switches, door handles, TV remotes, clocks, thermostats, counter tops, and bathroom fixtures will all be sanitized prior to your arrival.
- We have removed all washable glassware in hotel rooms and replaced them with disposable cups.
- We have removed non-essential paper literature in hotel rooms and common areas of the hotel.
- Every comforter/duvet cover/coverlet will be laundered between each guest stay.

Mountain Park:

- Touch free trash cans have been installed throughout the Mountain Park.
- Only a limited number of individuals are allowed in the Mountain Park Building at a time.
- Release forms will be arranged 6' apart in the Mountain Park Building. Only enough forms for each small group will be available to fill out. We encourage completion of purchases and activity release forms online prior to arrival. Please visit the "Activities" panel at wispresort.com.
- Appropriate social distancing will be required while waiting at a point of sale or for activity.

RIDING THE CHAIRLIFT

- Please only ride the chairlift with those whom you already interact, e.g. family members. Feel free to organize your party accordingly.
- Marked intervals in the chairlift line should be observed to maintain appropriate physical distances when waiting for the chairlift.
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ON THE TRAILS

- We suggest all mountain bikers wear a cloth face mask or increase the distance between themselves and the rider in front of them to avoid running into the exhaled breath of the leading rider.
- When passing someone on the trail, please allow them time to move to the side sufficiently to practice social distancing protocols.

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

--The Team at Wisp Resort