



**NATURALLY SAFE,
COLORADO CLEAN**



OUR APPROACH TO THE NEW NORMAL

Since 1898, the health and wellness benefits of our mountain location have been key ingredients in the Chautauqua visitor experience. The spacious design of our campus with its “socially distanced” private cottages, the Dining Hall’s wraparound porch and our front door access to 40 miles of world class trails are all unique to Chautauqua and help make your stay a safe and healthy one.

Our visitors and guests are thinking about travel, dining and lodging differently these days. We are too.

Rest assured that we keep our finger on the pulse of the latest hospitality best practices and take every step to meet and exceed federal, state and local guidelines.

Since the start of the pandemic, we’ve raised our already high standards for health and safety to Flatiron heights to meet the requirements of the shared “New Normal.” We want you to feel as safe inside our cottages, dining in our Dining Hall or exploring our property as when you hike in the Colorado mountain air. That’s why we’ve opted to call our new hygiene and sanitizing protocols “Colorado Clean.”

While we are acutely focused on providing our teams with the tools, training, protocols and resources necessary to ensure your party’s safety in this challenging environment, **you can help, too!**

- Avoid traveling if unwell
- Answer a few simple health questions on arrival
- Notify us of any symptoms
- Wear face coverings
- Practice good hand hygiene and social distancing

LESS CONTACT, MORE CONNECTION

Private cottages that minimize shared spaces -

Our stand-alone cottages mean most guests have NO exposure to shared elevators or stairwells, corridors, breakfast areas, lobby queues etc. Parking is also contact free as guests self-park next to their cottages.

Contactless check in and check out -

Remote arrival and departure procedures offer a warm voice but no physical contact. Cottage entry is via an easy-to-use, sanitized lock box. All the information you need for a relaxed and enjoyable stay is waiting in your private cottage. Soon after arrival, you will receive a friendly welcome call where you can get any of your questions answered.

Minimal contact with staff -

To minimize contact, our housekeeping, Front Desk and maintenance personnel will only visit during your stay upon request. Requested items like clean towels will be left on your cottage porch to avoid entry.

No need for public restrooms -

Your stand-alone cottage means there is no need to use public restrooms during your stay. Please know, however, that highly sanitized public restrooms at the Dining Hall and Community House are available if you choose not to return to your cottage.

COLORADO CLEAN



Deeper, more frequent cleaning –

Enhanced cleaning protocols require intensive and frequent sanitizing of high touch areas like doorknobs, furniture (headboards, night tables, couches etc.) and fixtures. Items that cannot be reliably disinfected have been removed from our rooms.

Deep cleaning between stays –

We do an extra deep cleaning of all surfaces and cottage supplies between stays. This includes the use of HEPA filter vacuums and disinfectant sprays designed to kill the COVID-19 virus.

Fresh air –

Keeping the windows open helps us air out our rooms and cottages naturally.

Sealed with a... sticker –

After sanitizing, your cottage will be sealed until your arrival. To ensure no one enters your freshly sanitized cottage before you do, we attach a sticker that you alone break upon entry. If there is any sign of damage to the seal, please call 303.952.1611 before going inside.

Putting our mountain air to work –


Each of our cottages is equipped with house fans in the living and sleeping areas. These fans circulate the fresh mountain air and keep the rooms cool in the evenings. We also offer HEPA/ULTA filtration in our air conditioning units for those really hot summer days.

Clean can be sustainable –

Our new bulk toiletry dispensers are much better for the environment than single use toiletries. They are also tamper-resistant and as hygienic as single use toiletries. Between stays all our dispensers are fully sanitized.

Leveraging technology –

We are actively researching and testing devices that enhance hygiene and reduce the environmental impact of chemicals. These include ultraviolet light wand devices for cleaning of all surfaces.



STAFF PRECAUTIONS & HEALTH AND SAFETY TRAINING

Heightened emphasis on hygiene and cleanliness –

Our Front Desk, Housekeeping and Facilities teams adhere to the Chautauqua Hygiene Plan. This is based on the latest federal, state, local and hospitality sanitation guidelines. All staff have been trained to follow advanced surface, personal hygiene, social distancing and personal protective equipment procedures.

Personal protective equipment –

Staff wear face coverings as part of their uniforms, as well as gloves when cleaning or having guest contact.

Health and temperature screening –

Employees are asked to take their temperature at least daily and to report any symptoms of illness. Any staff member with a temperature over 100.4 or reporting any other symptoms must stay home until cleared to return to work by a medical practitioner.

Training –

We train our teams regularly on specific COVID-19 and Colorado Clean sanitation protocols. Only staff who have been fully trained are permitted to clean cottages, do laundry or interact with guests.

Laundry –

All our sheets and towels are laundered at high temperature and we employ highly effective disinfecting detergents.



GUEST PRECAUTIONS AND REQUESTS FOR COOPERATION

Physical distancing –

Guests should stay six feet (2 meters) apart from other guests, visitors and staff while enjoying our campus and trails.

Front desk –

Our Front Desk is currently closed to guests, though the team is always available by phone. If you have an essential reason to enter our Front Desk area, it has been configured to allow for social distancing. Please call the team first at 303. 952. 1611 if you need any help.

Personal protective equipment –

Guests should bring or purchase personal cloth face masks or coverings, which are currently required in Boulder, especially when social distancing is not possible. If you forget or misplace your mask, a limited quantity are available free for guest use at the Front Desk by calling: 303 952 1611.

Guest arrival screening –

You will be asked to answer a few short health questions on arrival. Please answer these honestly so we can ensure your protection and that of other guests and staff.

Hand sanitizer –

Hand sanitizer is available for guest use in all public areas on campus including the Community House, the Dining Hall and the Front Desk. Small bottles of hand sanitizer for personal use are also provided as a cottage amenity.

Hand washing –

Please wash your hands with the soap provided in your cottage for 20 seconds as frequently as possible.

Experiencing symptoms? –

If you develop symptoms during your stay, please notify the Front Desk as soon as you can. We are happy to assist you in contacting local medical professionals. We can also provide a sanitized thermometer on request. Should you decide to self-isolate, please let us know so we can better serve you while protecting staff and other guests.

COLUMBINE GUESTS

Columbine is our only multi-unit facility. If you have chosen to stay in a Columbine unit, please be assured that enhanced cleaning protocols are in place – not only in your private unit, but for all entrances, handles, stairwells and the lobby area.

Guests are discouraged from spending time in the communal lobbies at this time.

Like our cottages, your Columbine unit will be sealed after deep cleaning until you break the seal on arrival. Please call our Front Desk team at 303.952.1611 if you have any questions or concerns.

FOOD AND DINING CHOICES TO SUIT EVERY COMFORT LEVEL

Grocery shopping –

You may bring your own groceries or shop in local stores. If you prefer not to enter a grocery store, try our Instacart grocery delivery service. Instacart groceries will be left on your cottage porch to avoid contact with delivery personnel.

Dining Hall pick up meal service -

If you prefer to avoid restaurants, you may order a meal from the Chautauqua Dining Hall to pick up by calling: 303.440.3776. Menus can be found in your cottage or look for the Dining Hall tab on our website: Chautauqua.com.

Local restaurant delivery services -

You may order food delivered directly to your cottage porch from a wide range of local restaurant delivery services. Details and menus may be found in your cottage.

CHAUTAUQUA DINING HALL – OUTDOOR AND INDOOR DINING OPTIONS

The celebrated Chautauqua Dining Hall is now open for both indoor and outdoor dining with the following benefits and safety measures:

Extensive outdoor dining space –

Eating outside is possible on the spacious, covered wraparound porch.

Signage -

Is highly visible, clear and concise, notifying patrons and employees of hygiene and sanitation expectations.

High touch objects -

Such as games, books, magazines etc. have been removed.

Food safety –

Appropriate protective gear (face coverings, gloves etc.) is worn for all food handling and preparation according to Colorado and restaurant industry food safety protocols.

Enhanced cleaning and sanitation protocols -

Have been implemented across all dining and cooking operations and are tracked with public cleaning logs. Staff frequently sanitize furniture and table settings using high heat dishwashers and disinfectants known to be effective in killing COVID-19.

Hand Sanitizer -

Is provided to guests at check-in and throughout the restaurant.

Bar seating-

Is not currently permitted.

Phone ordering and Disposable menus –

Customers may order from their phones using a code which links to the Dining Hall menus on the Chautauqua.com website or they may request a single use paper menu.

Pay-at-table options –

Use of cash is temporarily prohibited. Please bring your credit card.



DINING HALL EMPLOYEE EXPECTATIONS

Temperature Check and Health Log -

Employee temperatures are taken daily and management keeps a daily log of health symptoms.

Sick employees -

Are required to stay home and carefully monitor any contact with others.

Face coverings -

Staff must wear face coverings at all times during guest contact.

Hand washing -

Is required every 20 minutes. Employees required to wear gloves must use a fresh pair of gloves between each hand washing.

DINING HALL GUEST REQUESTS & EXPECTATIONS

Reservations -

Are encouraged to reduce congregating at waiting areas in order to maintain social distancing guidelines.

Health and safety signage -

Guests are asked to please take the time to read and follow the instructions on our signs as these are likely to change frequently. This includes a requirement not to touch items on retail shelves prior to purchase.

Customer distancing -

Tape marks on the stairs help customers keep the required 6ft (2 meter) distance from each other while waiting to be seated. Tables are also spaced at least 6ft apart in accordance with Colorado safety guidelines.

Face masks -

Are required for guests when going to and from their tables on the porch or inside. Once seated, face masks may be removed.



**WE HOPE YOU CAN NOW MORE EASILY RELAX
AND ENJOY YOUR STAY WITH US.**

**PLEASE DO NOT HESITATE TO CALL
303.952.1611 WITH ANY QUESTIONS OR
SUGGESTIONS ABOUT CHAUTAUQUA
HEALTH AND SAFETY PROTOCOLS!**