

Chautauqua
BOULDER CO

**NATURALLY SAFE,
COLORADO CLEAN**



COLORADO CLEAN

Since 1898, the health and wellness benefits of our mountain location have been part of the Chautauqua visitor experience. Now, more than ever though, the spacious design of our campus with its “socially distanced” private cottages, open-air auditorium, wraparound Dining Hall porch, and front door access to 40 miles of world class trails help make your visit a safe and healthy one.

We combine these naturally health-giving features with our commitment to hospitality best practices that meet or exceed every federal, state and local guideline for safety.

In other words, we have raised our already high standards for health and safety to Flatirons heights. Our new hygiene and sanitizing protocols, called “Colorado Clean,” are intended to help you feel as safe in our cottages, at our events, shopping in our General Store, and eating at our Dining Hall, as you do hiking the miles of trails surrounding Chautauqua.

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, but you can help, too!

Please...

- Avoid traveling if unwell
- Answer a few simple health questions on arrival
- Notify us of any symptoms
- Wear face coverings
- Wash your hands frequently, and
- Keep a safe distance from those around you

LODGING SAFETY HIGHLIGHTS

Private cottages 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 with easy access 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 when 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 are available if you choose not to return to your cottage.



LODGING

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 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 COVID-19 and other viruses.

Fresh air

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



GENERAL STORE

The General Store follows the most current Boulder retail capacity restrictions. If the store is full, please either wait outside until asked to enter, or purchase food, ice cream and coffee-to-go from the convenient pick-up window on the West side of the building.

The General Store also adheres to all public health guidelines regarding masks, social distancing and general hygiene protocols.

COLUMBINE GUESTS

Columbine is our only multi-unit facility. If you are staying in a Columbine unit, please rest assured that enhanced cleaning protocols are in place for your private unit, as well as all entrances, stairwells and lobby areas.

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.

CONCERTS & EVENTS

Improved air quality

Our open-air auditorium is equipped with "sliders" along the perimeter to allow fresh air to flow through the building, creating a true indoor/outdoor environment. Fresh air is continuously circulated by large fans that span 50+ feet across the auditorium.

Spacing in between seats

Our seat maps have been adapted to accommodate spacing between seats. The spacing requirements that CCA follows are determined by state and local authorities.

Site specific ingress and egress

New ingress and egress plans have been developed to ensure maximum spacing and restrict patron access to only their ticket section. This new plan utilizes 3 entry points and allows for one way traffic flow.

Stage restrictions

Depending on the type of event, various stage restrictions will be implemented to protect both our performers and patrons.

Enhanced sanitation practices

Prior to all scheduled events, our venues are cleaned and sanitized with products that have been determined to be effective by the EPA.

Temperature checks and screening

In addition to mask requirements, temperature checks will be administered as patrons enter the venue.

Further details about our COVID-19 safety protocols for concerts and events can be found [HERE](#).



STAFF PRECAUTIONS

Heightened emphasis on hygiene and cleanliness

Chautauqua staff and volunteers adhere to the Chautauqua Colorado Clean Plan, which is based on the latest federal, state, local and hospitality sanitation guidelines. All staff have been trained in advanced surface, personal hygiene, social distancing and personal protective equipment procedures.

Personal protective equipment

Staff wear face coverings, as well as gloves when cleaning or having guest contact.

Health and temperature screening

Employees take their temperatures at least daily and 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 and venues or interact with guests.

Laundry

All our linens are laundered at high temperatures and we employ highly effective disinfecting detergents.



GUEST PRECAUTIONS

Physical distancing

Guests should remain at a safe distance 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. Please call 303.952.1611 if you need any help.

Personal protective equipment

Guests must wear face masks or coverings 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. These questions are to 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.

Hand washing

Please wash your hands frequently with the soap provided in your cottage.

Experiencing symptoms?

If you develop symptoms during your stay, please notify the Front Desk immediately. We are happy to assist you in contacting local medical professionals. We can also provide a sanitized thermometer on request. If you need to quarantine because of illness, please let us know so we can better serve you while protecting staff and other guests.



CHAUTAUQUA DINING HALL SAFETY MEASURES

Extensive outdoor dining space

Eat outside on the spacious, covered wraparound porch.

Signage

Signs notify patrons and employees of hygiene and sanitation expectations.

High touch objects

Games, books, magazines etc. have been removed.

Food safety

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

Enhanced cleaning and sanitation protocols

Staff frequently sanitize furniture and table settings using high heat dishwashers and disinfectants known to be effective in killing COVID-19.

Hand Sanitizer

Hand sanitizer is available to guests at check-in and throughout the restaurant.

Bar seating

Bar seating is now permitted on a distanced basis.

Phone ordering and Disposable menus

Customers may order by phone using a code that links to Dining Hall menus on the Chautauqua.com website or guests 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

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

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

Reservations

Reservations are encouraged to reduce congregating at waiting areas and maintain social distancing guidelines.

Health and safety signage

Please take the time to read the instructions on our signs as they may change. 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 distance from each other while waiting for seating. Tables are also spaced at least six feet 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.



OTHER FOOD AND DINING OPTIONS

Dining Hall pick up meal service

If you prefer to avoid restaurants, you may order a meal from the Chautauqua Dining Hall for pick up at 303.440.3776. Menus can be found in your cottage or under the Dining Hall tab at 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.

Grocery shopping or Instacart

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.

**NOW RELAX AND ENJOY YOUR
STAY WITH US!**

**WE WELCOME YOUR QUESTIONS OR
SUGGESTIONS ABOUT CHAUTAUQUA
HEALTH AND SAFETY PROTOCOLS!**

CALL 303.952.1611