



Thank you for choosing Arcadia Bluffs! It will be our sincere pleasure to have you on the property and we look forward to serving you during your visit. Due to the COVID-19 outbreak please note the following steps we are taking to ensure a safe and enjoyable visit to protect our valued guests and staff members. Please join us in these measures as we work together to provide a safe environment for everyone at Arcadia. On behalf of the entire Arcadia Bluffs family we welcome you and are ready to assist you during your visit.

## TEMPORARY SAFETY PROTOCOLS DURING YOUR STAY

### CHECK-IN/CHECK OUT

- In accordance with Michigan Executive Order No. 2020-147, face coverings are required upon entry, unless medically unable.
- All guests will be asked to complete a brief health and travel questionnaire upon check-in.

### TRANSACTIONS

- If you wish to split your payment using multiple credit cards please contact us to include the credit numbers on your file.

### ACCOMMODATIONS

- For your safety and the safety of our team members, Housekeeping service during your visit will be replaced by an Amenities Delivery service twice a day. Instructions will be provided to you at check-in.
- All guest rooms will be thoroughly cleaned and disinfected after each stay. Please be assured all incoming rooms will have been properly cleaned and sanitized for your safety and enjoyment.
- Both The Bluffs and South Course properties have been treated with Jan-Pro's CDC and CBC COVID-19 approved medical grade disinfectant; Enviroshield solution with Electrostatic Spraying. The EnviroShield equipment has treated areas and surfaces that other cleaning systems cannot reach using electrostatic technology, ensuring 100% surface coverage. EnviroShield Treatments are also environmentally friendly, and will not cause skin, eye or respiratory issues. This long-term safety solution is powerful enough to kill 99.999% of harmful bacteria and viruses for well past 6 months.

### GOLF SHOP

- The number of guests in The Golf Shops at any given time will be limited.

### GOLF CARS

- Golf cars will be cleaned and disinfected after each use.
- We ask that guests return golf cars in the same condition as when they started, free of trash and debris, etc.

### GOLF COURSE AND PRACTICE FACILITIES

- Please do not touch the flagsticks.
- Bunkers rakes (course and practice facilities) have been removed – please smooth out with your foot or club as best that you can.
- Practice balls will be provided for use at your own discretion.