

# Signal Mountain Lodge and Marina

## 2020 Operating Season Update: Limited Operations

Due to concerns and guidance being provided by the National Park Service as well as the local health and community advisers surrounding the COVID-19 pandemic, we have been forced to make significant adjustments to our operations for our 2020 season. This has been a tremendously difficult decision, but in the end is what we feel is responsible and enables us to provide for the health and safety of our staff and guests. Provide

We understand these operational adjustments will have significant impacts on many of your much-anticipated vacation plans with us and we do apologize. Operating seasonally in a national park, we hire nearly 200 employees from around the country and world. This staff is provided housing in a communal setting which creates challenges in providing for social distancing guidance. To ensure we can provide a safe environment for our staff we have made the difficult decision of significantly limiting the number of staff we accept into our staff housing. By limiting our staff, we have been forced to adjust our normal operations. These operational updates have been made with careful consideration of current public health recommendations and approval of the National Park Service.

We appreciate everyone's support and understanding in our decisions during this unparalleled season. From all of our staff, we pass along well wishes for everyone's physical and mental health during this time and look forward to welcoming everyone again in the future.

## Limited Services Update

**Lodging:** June 5<sup>th</sup> -October 17

Only Lakefront Retreat, Premier Western, Bungalow and Home-Away-From Home units will be available during the 2020 season at this time. Most of these units have cooking capabilities which will allow for the safest options in providing for social distancing.

- If you have a current reservation for a room type other than stated above, your reservation will automatically be cancelled and a full refund will be provided with written notification over the coming weeks. This notification will be accompanied with proof of refund.
- If you have a current reservation which includes a room type which is listed above and which we are able to honor, in addition to a room type which we are not able to honor, we will be reaching out to you directly.
- If you have a current reservation in a room type listed as being honored above there will be no change made to your reservation and no further contact. If you need to cancel your reservation due to concern over the COVID-19 virus or resulting limited

services, please contact us directly at least 7 days prior to your arrival date and you will be provided with a full refund.

### **Retail Operations:** June 5<sup>th</sup> – October 18<sup>th</sup>

Our **General Store** will operate with similar hours and offerings. Enhanced grab-n-go food options (such as sandwiches, salads, etc...) will be offered for meal choices in addition to our normal grocery offerings.

Our **Needles and Timbers Gift Shops** will operate providing our normal exclusive offerings while under limited daily hours of operations.

### **Food and Beverage Operations:**

Our food and beverage options will be limited to an enhanced grab and go menu (such as sandwiches, salads, etc...) to be offered through our general store operations. No dine in offerings will be available during our 2020 season. Our **grab-and-go and grocery** options in the general store will be in support of our kitchen facilities offered in our 2020 lodging options.

### **Campground Operations:**

**Signal Mountain Campground:** June 5<sup>th</sup> – October 17<sup>th</sup>

**Lizard Creek Campground:** June 12<sup>th</sup> – September 7<sup>th</sup>

We are currently planning for our campgrounds to operate as normal. We will continue to offer first come first served camping with electric hookups, public showers and laundromat facilities at the Signal Mountain Location.

### **Marina and Activity Operations:** June 5<sup>th</sup> - September 13<sup>th</sup>.

We are currently planning to operate **Leek's Marina** with no operational adjustments with regards to wrangle boat, fuel and pump out services.

We are currently planning to operate the **Signal Mountain Marina** with only buoy rentals including wrangle boat and fueling services. Kayak rentals may be available on a limited basis. Motorized boat rentals will NOT be available in 2020.

**Guided Lake Fishing and Scenic Float Trip Operations** have yet to be determined. These operations will operate based upon staffing availability and operational guidance to be provided.

