



Frequently Asked Questions re: COVID-19 Procedures

September 28, 2020

*(note: we continually evaluate our procedures in light of state and federal guidelines, and our answers below will be updated accordingly, if necessary)**

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* If you review this document on our website, you should first refresh/reload our homepage (FultonSteamboatInn.com) and the FAQs document page to see the latest updates.



Answers

1. Is the hotel open?

Yes, we are open and operating with a safety-first mindset. Our current procedures are designed in accordance with state and federal guidelines to promote safety and social distancing.

2. How will the hotel follow social distancing guidelines this summer?

To encourage social distancing and to provide an exceptional guest experience, we will be relying on new procedures that assist in controlling the volume and spacing of guests: (1) we will be limiting the hotel's overall occupancy throughout the summer, (2) we will have adequate spacing between tables and chairs of different parties, and (3) we will be taking reservations for our pool and hot tub area (see answer #5 below for more details regarding our pool and other recreation areas).

3. What hotel amenities are currently available?

The following hotel amenities are currently available for use by our hotel guests:

- Heated indoor pool & hot tub (see answer #5 below for more details).
- Outdoor recreation area – cornhole, fire pits (4 total), duck pond, gazebos, outdoor seating around the pond, children's playground, and train.
- Picnic blankets (clean and sanitized) and outdoor games are available for sign out at the Front Desk.
- On-site dining service (see answer #8 below for more details regarding our on-site dining service).

4. What hotel amenities are not currently available?

The following hotel amenities are currently not available until further notice: fitness center and game room.



5. What are the procedures for the pools and other recreation areas?

Our indoor pool/hot tub is available to our hotel guests by reservation:

- Indoor Pool & Hot Tub - At check-in, you may reserve a time slot at the Front Desk. Each time slot is for 1 hr. 15 min., beginning at 8:00am through midnight daily. You may reserve one time slot each day, however you may be able to add more time each day by filling in any unreserved time slots the day of. Following state and federal guidelines, we will be limiting the number of guests in the pool area per time block.
- Outdoor Recreation Areas - Outdoor recreation areas (gazebos, fire pits, and outdoor seating on the grounds) are on a first-come, first-served basis. Supplies to start fires in our fire pits are available at the Front Desk (bag of fire wood, fire starter block, and lighter) from 4pm-10pm daily. Guests will build and maintain their own fire.

Note for Indoor Pool Reservations: Guests may reserve time slots that start at or after check-in time (3:00pm) and that start at or before check-out time (11:00am). Throughout a guest's stay, they can inquire about other time slots that may be available throughout the day.

6. What are your cleaning protocols throughout the hotel, including guest rooms?

Although we have always had robust cleaning processes in our rooms, public spaces, kitchens, and other areas, and we use only hospital-grade disinfectants, we have revised our cleaning protocols to reflect industry-leading cleaning practices:

- All of our cleaning practices follow the latest in CDC disinfection guidelines;
- We have increased the frequency of cleaning in our public spaces, with increased frequency of disinfection of high-touch areas; and
- We have increased access to hand sanitizing stations throughout the hotel.



7. What is your housekeeping policy for a multiple-night stay?

For guests staying multiple nights, we currently have a no-room-access housekeeping policy – our team members will not enter a guest’s room to clean it. Instead, if a guest requests it, our team will deliver new bed linens, towels, and any other needed amenities in a bag that is left outside the guest room door. The guest can then put any dirty linens and towels in the bag and leave it and any trash bags outside the door for our team to collect.

8. What on-site dining options are available?

Lancaster is currently in the “green” reopening phase, and according to the state guidelines for this phase, we are offering indoor dining in dining areas at reduced capacity with socially distanced spacing between parties. Due to limited seating capacity, advance reservations are strongly encouraged.

Indoor dining is offered daily for breakfast (7:30–11:00am) and lunch/dinner/drinks (11:30am–8:00pm). To-go dining is also available during the same times.

For more information regarding our on-site dining service (including menus and hours), visit the [Restaurant & Tavern](#) section of our website.

9. Can I have my meeting or social event there?

Yes. Lancaster is currently in the “green” reopening phase. We are permitted to host indoor private events for up to 40 people at this time. You may contact our Sales Department to inquire about having your event here – 717.299.9999 or Marissa@FultonSteamboatInn.com.



10. Are masks / face coverings required?

Pursuant to current Pennsylvania state law,* everyone is required to wear masks “in any indoor location where members of the public are generally permitted,” which includes all publicly accessible areas inside the hotel (note: this requirement does not apply to guests in their own guest rooms). People are required to wear masks outdoors *only if* “unable to consistently maintain a distance of six feet from individuals who are not members of their household.”

11. What other venues are open in Lancaster?

Here is a sampling of some popular venues in or near Lancaster that are currently open or scheduled to open soon:

- [Sight & Sound Theatres](#) (closing for the season on December 31)
- [Hershey Park](#) (closing for the season on January 3)
- [Strasburg Railroad](#) (open)
- [Kitchen Kettle Village](#) (open)
- [Tanger Outlets](#) (open)
- [Rockvale Outlets](#) (open)

There are other venues that are open or scheduled to open soon. To find the most up-to-date information, we suggest that you visit [LancasterPA.com](#), [DiscoverLancaster.com](#), and the websites of the venues that are of interest to you.

* Masks are not required for children under 2 years old, for individuals who cannot wear a mask due to a medical condition, for individuals who would be unable to remove a mask without assistance, or for individuals who are communicating with someone who is hearing-impaired or with someone who has another disability where the ability to see the mouth is essential for communication.



12. Will I be safe if I visit the hotel?

We are taking enhanced health and safety measures – for you, our other guests, and our team members – and we are committed to these enhanced practices.

An inherent risk of exposure to bacteria and viruses, including COVID-19, exists in any public place where people are present. The hotel cannot guarantee that you, or those in your party, will not be exposed during your visit. By visiting the Fulton Steamboat Inn, you voluntarily assume all risks related to such exposure.

Let's help keep each other stay safe and healthy.

13. Where can I learn about any updates to the hotel's current procedures?

We will continually evaluate our procedures in light of state and federal guidelines. When any of our procedures change, we will update this FAQs document and post it on our website – FultonSteamboatInn.com.^{*} We will also post significant updates on [Facebook](#) and [Instagram](#).

Thank you for your interest in the Fulton Steamboat Inn. We sincerely appreciate your continued trust in us. We are ready to welcome you, whether now or in the future, with the exceptional service that you have come to expect. We wish you and your family and friends the best during this time.

If you have any further questions, please do not hesitate to contact us at 717.299.9999. We look forward to welcoming you here on your next visit!

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