



Frequently Asked Questions re: COVID-19 Procedures

April 29, 2021

*(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?

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, (2) we will have adequate spacing between tables and chairs of different parties, and (3) we will space out seating in our indoor pool and hot tub area and encourage guests to limit their swim time to 90 minutes (see answer #4 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:

- Indoor Heated Pool & Whirlpool Spa (see answer #4 below for more details).
- Fitness Center and Game Room
- Outdoor recreation area – cornhole, fire pit, 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 #7 below for more details regarding our on-site dining service).



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

Indoor Pool & Whirlpool Spa – Masks are required in the indoor pool area while guests are not seated or swimming. We have a posted maximum occupancy per CDC guidelines, and seating groupings are spaced out throughout the room. A sanitizer station is also available in the indoor pool area for guest use. Guests are encouraged to limit their swim time to 90 minutes to allow for all guests to be able to enjoy the pool.

Outdoor Recreation Areas – Outdoor recreation areas (gazebos, fire pit, and outdoor seating on the grounds) are on a first-come, first-served basis. Supplies to start a fire in the fire pit are available at the Front Desk (bag of fire wood, fire starter, and lighter) from 10am-10pm daily. Guests may build and maintain their own fire.

5. 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.

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

For guests staying 1 or 2 nights, we currently have a no-contact housekeeping policy – our team members will not enter a guest's room at all during their stay. Instead, upon request, our team will deliver new bed linens, towels, and any other needed amenities to the guest room door. We will also retrieve trash and dirty linens at the guest room door if requested. Guests staying 3+ nights may request a full stayover service on one morning of their choice if they wish.



7. What on-site dining options are available?

According to state and local guidelines, we are seating in our dining areas at reduced capacity with socially distanced spacing between parties. For more information regarding menus and hours of operation, visit the [Restaurant & Tavern](#) section of our website.

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

We are hosting group events in compliance with state and federal law. Please contact our Sales Department to inquire about having your event here – 717.299.9999 or Marissa@FultonSteamboatInn.com.

9. Are masks / face coverings required?

Pursuant to order of the Secretary of the Pennsylvania Department of Health, everyone, age two and older, is required to wear a face covering / mask:*

- Indoors or in an enclosed space, where another person or persons who are not members of the individual's household are present in the same space, irrespective of physical distance. (Note that this includes in a restaurant unless you are seated and your food or drink has been served.)
- Outdoors with others who are not members of a person's household and unable to maintain sustained physical distance.
- For participation in an indoor or outdoor event, gathering, or group setting where another person or persons, who are not members of the individual's household are present.
- Participating in indoor physical activity in a gym, fitness center or group fitness classes, where another person or persons who are not members of the individual's household are present in the same space, irrespective of physical distance.

* Exceptions to the face covering requirement are as follows (however, pursuant to the PA order, all alternatives to wearing a face covering, including the use of a face shield, should be exhausted before an individual is excepted from the order): individuals who cannot wear a mask due to a medical condition or disability and individuals who are communicating with someone who is hearing-impaired or has another disability where the ability to see the mouth is essential for communication.



10. What other venues are open in Lancaster?

Many local venues are open, including theatres and shopping outlets. 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.

11. 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.

12. 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](https://www.facebook.com/fultonsteamboatinn) and [Instagram](https://www.instagram.com/fultonsteamboatinn).

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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