



# Frequently Asked Questions

August 4, 2021

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

## Questions

1. What hotel amenities are currently available?.....2
2. What hotel amenities are not currently available?.....2
3. What are the procedures for using the hotel amenities?.....3
4. What are your cleaning protocols throughout the hotel, including guest rooms? .....3
5. What is your housekeeping policy for a multiple-night stay? .....4
6. What on-site dining options are available?.....4
7. Can I have my meeting or social event there? .....4
8. Are masks/face coverings required? .....4
9. Do local venues have any restrictions or requirements?.....5
10. Will I be safe if I visit the hotel? .....5
11. Where can I learn about any updates to the hotel’s current procedures? .....5

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



## Answers

### **1. 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 #3 for more details).
- Fitness Center & Game Room (see answer #3 for more details).
- Outdoor recreation area – cornhole, fire pit, duck pond, gazebos, outdoor seating around the pond, children’s playground, and train (see answer #3 for more details).
- Picnic blankets (clean and sanitized) and outdoor games are available for sign out at the Front Desk.
- On-site dining service (see answer #6 below for more details regarding our on-site dining service).

### **2. What hotel amenities are not currently available?**

Currently all hotel amenities are available for guest use (see answer #6 below for details regarding hours of operation of our on-site dining service).



### 3. What are the procedures for using the hotel amenities?

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

- Indoor Heated Pool & Whirlpool Spa - Guests may access the Indoor Pool & Whirlpool Spa at any time during operating hours, on a first-come, first-served basis. To ensure that maximum capacity is not exceeded, and to accommodate all of our guests, we recommend that swim times not exceed 90 minutes.
- Fitness Center & Game Room - Guests may access the Fitness Center and Game Room at any time during operating hours, on a first-come, first-served basis.
- Outdoor Recreation – Cornhole, fire pit, duck pond, gazebos, outdoor seating around the pond, children’s playground, and train are available to guests on a first-come, first-served basis.
- Other Recreation Items - Picnic blankets (clean and sanitized) and outdoor games are available for sign out at the Front Desk on a first-come, first-served basis.
- On-Site Dining Service - (see answer #6 below for more details regarding our on-site dining service).

### 4. 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.



**5. 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, or have it available for pick up at the Front Desk. 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. Guest’s must be out of the room while housekeeping is servicing your room.

Please note that the hotel reserves the right to enter your room to ensure its cleanliness and maintenance when necessary.

**6. What on-site dining options are available?**

We currently offer in-restaurant dining and take-out. Breakfast is served 7 days a week; however, Lunch, Dinner, and Tavern hours of operation are dictated by our occupancy levels. Please visit the [Restaurant & Tavern](#) section of our website for the most up-to-date menus and hours of operation.

**7. Can I have my meeting or social event there?**

Yes. Following state guidelines, we are hosting group events without capacity restrictions. Please contact our Sales Department to inquire about having your event here – 717.299.9999 x405 or [Marissa@FultonSteamboatInn.com](mailto:Marissa@FultonSteamboatInn.com).

**8. Are masks/face coverings required?**

Due to ongoing fluctuations in COVID infections and to protect our guests and team members, we encourage everyone to wear masks indoors per CDC guidance. Thank you.



**9. Do local venues have any restrictions or requirements?**

To find the most up-to-date information on local venues, we suggest that you visit the websites of the venues that are of interest to you, or visit [LancasterPA.com](http://LancasterPA.com) or [DiscoverLancaster.com](http://DiscoverLancaster.com).

**10. 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.

We appreciate our guests partnering with us to help keep each other safe and healthy.

**11. 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](http://FultonSteamboatInn.com).\*

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

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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