



Dear Guests,

In these uncertain times, we wanted to reach out to you personally about what we are doing here at Glen Eyrie Castle and Conference Center to support you and your travel plans. As the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your travel safety and provide maximum flexibility. Our teams pride themselves on providing exceptional God Honoring Hospitality for everyone—a promise that guides us every day and is fundamental in times like this.

Your Travel Safety

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed in consultation with global and local public health authorities (including the **WHO** and **CDC**) to make our cleaning and hygiene protocols even more rigorous:

- Our Leadership teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, door handles, public bathrooms, etc.) and have continued the use of high-grade disinfectant and sanitization practices.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial hand sanitizers.

We have activated our COVID action response team to provide around-the-clock assistance to our guests and are prepared to act swiftly should we be alerted to a case of coronavirus at our property

Your Travel Flexibility

We remain committed to offering you flexible booking options. Given these unique circumstances we are making additional adjustments to our individual booking policies to give you extra peace of mind. If you need to adjust reservations please contact one of our Glen Eyrie team members.

We'd like to thank you for the trust and support you have in us and we look forward to welcoming you to Glen Eyrie Castle and Conference Center.

Let's remember Psalms 27:1: "The LORD is my light and my salvation; whom shall I fear? The LORD is the stronghold of my life; of whom shall I be afraid?"

We're here to serve you,

Dace Starkweather
General Manager