



G L E N M E R E

### **Glenmere's COVID-19 Measures for Well-being and Safety**

Our goal is to maintain a safe and clean country escape for our guests and employees, while maintaining the highest level of service our guests have come to expect. We have implemented many new policies to enforce social distancing, contactless hotel and activity information, as well as continuous sanitization of high touchpoint areas.

The Glenmere property has been deep cleaned and sanitized, and our housekeeping team maintains a frequent schedule of sanitizing and cleaning.

All of our employees have agreed to daily temperature checks and will wear masks at all times and gloves when necessary.

### **Food & Beverage**

For hotel guests, the Frogs End Tavern will be available for both lunch and dinner, while the Supper Room will be available for breakfast service each morning between 8am to 10am. Executive Chef Gunnar Thompson has adapted the Frogs End Tavern menu to create separate lunch and dinner menus. Lunch will be served between 11am to 3pm daily. Dinner will be served between 5pm to 9pm daily. Menus can be emailed or accessed via QR codes, which will be available throughout the hotel and guest rooms. Limited disposable menus will be available in the dining spaces. Some tables and all bar stools have been removed from the Frogs End Tavern to increase the distance between guests. Available dining options for lunch may include the Frogs End Tavern, the Cortile, and the Loggia. Available dining options for dinner may include the Frogs End Tavern, the Cortile, and the Supper Room. A picnic style lunch is available for hotel guests to take and enjoy on the grounds with notice.



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## **Hotel Rooms:**

- All guests will have their temperature taken upon arrival.
- When possible, rooms will be unoccupied for at least 24 hours prior to arrival. During this period, they will be disinfected and ionized. Once the room is ionized, no one will enter until the guest arrives.
- Prior to check in, guests can choose two levels of housekeeping service to determine how often housekeeping will enter their room.
  1. **Morning Refresh Service:** refresh the guest room in the morning remove dirty linen and replace with clean linen.
  2. **No Housekeeping Service:** Upon arrival there will be extra towels placed in your room for the duration of the stay. Extra laundry bags will be available for guests to place dirty hotel linen in and leave outside guest room door. Please call the front desk once bag is placed outside for housekeeping or butler to pick up.
- Room keys will be sterilized and vacuum-sealed between each arrival and placed in the guest room prior to arrival.
- All magazines, stationary, and pens have been removed from guest rooms. These items are available upon request.
- The guest directory has been removed from the guest room. A QR code has been created to scan on your phone or our front desk will email the guest that information.
- A list of QR codes will be available in each guest room with menus, activities, and information about Glenmere.

## **Fitness Center, Spa, & Pool**

A designated housekeeper will disinfect the fitness center on a regular basis. The fitness center will remain locked at all times. To use the fitness center the guest must sign up at the reception desk for a specific time slot.

- All guests getting treatments at the spa will have their temperatures taken upon their arrival to the spa.



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- Outside yoga classes will be available on Saturday mornings weather permitting for hotel guest.
- At this time, limited spa services are available. Treatment rooms will be vacant for 30 minutes between treatments to allow for cleaning.
- The outdoor pool is open for hotel guests only. Poolside massages will be available by reservation through the spa desk. The restrooms and showers at the pool are closed. There are restrooms located in the Loggia available for guests by the pool.
- The bath house and hammam are not available at this time.
- Per state guidelines, the relaxation library in the spa will be closed and there will be no food or drink service in the spa.
- Locker and changing rooms in the spa are closed. We ask **all hotel guests** to come down to the spa in their robe and slippers. Please remember to wear your mask.
- Upon arrival to the spa, all guests will have their temperatures taken.
- Spa employees will wear masks and face shields.
- The “Blue Shutters Boutique” in the spa will be open for purchases. Please ask our spa attendants for assistance to view items of interest.

## **Activities**

Hiking information, points of interest, off property dining, and guest directories will be available via QR codes or email. Guest directories, magazines, stationery, pens, and the Relais & Chateaux Travel Guide have been removed from all guest rooms. Those items are available upon request. If interested, you are able to download the Relais & Chateaux app to view the Relais & Chateaux Travel Guide on your phone. Digital New York Times and Wall Street Journals are available by logging into their websites.

## **Safety & Well-being**

- We request guests follow social distancing guidelines and wear masks in public areas.





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- Guests joining us for lunch or dinner reservations must wear masks until they are seated at their table. Guests are welcome to enjoy cocktails at the table, the library, living room, and lakeside terrace are not available for beverage or food service.
- Hand sanitizer will be available at different areas throughout the mansion.
- All staff will clean solid surfaces and door handles on a regular basis.
- All magazines and games have been removed from the public areas. Games are available by request.
- Employees will wear masks at all times and gloves when necessary.

## **Reception/Concierge/Butlers:**

- The reception desk now has a protective barrier; all reception desk agents will wear masks.
- Extra masks and gloves will be available for all guests, and we prefer guests wear them in public spaces.
- The reception desk will be disinfected after each use.
- During the check in and check out process, we ask only one guest approach the reception desk at a time. If multiple guests check in at the same time our staff will provide waiting locations.
- Dining menus and other information about amenities or activities can be accessed via email or via QR codes.
- Final folios can be emailed to guests the morning of departure in order to limit interaction at the reception desk.
- During their stay, guests will decide if they want the butler to valet their car, handle their luggage, or enter their room for room service.

## **Events**

For any event inquiries, please contact the Director of Events, Linda Tuthill, at (845) 610-1004 or [ltuthill@glenmeremansion.com](mailto:ltuthill@glenmeremansion.com).



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