

Updated: June 12, 2020 - The health and safety of our guests, customers, and staff is our highest priority. As the novel coronavirus (COVID-19) continues to affect the country, we want to assure our guests and business partners that we've had a comprehensive plan in place since early March. Our commitment is to remain flexible and highly responsive in our preparation, given the new flow of information available daily. As a team, we are prepared and, ultimately, remain welcoming.

We want you to be as comfortable as possible in making your trek to the Golden Heart City. **We've relaxed our cancellation policy to 24-hours before check-in for the most flexibility possible, worry-free. We want you to visit, of course, but want you to feel ready to do so.** If traveling just isn't in the cards this summer, we can assist you with worry-free reservation postponements or cancellations. We understand - this is an unprecedented time.

We want to share with you just a few of the steps we are taking.

- Since early March, we've had in place a fluid COVID-19 response and preparation plan.
- We've entirely revamped our treatment of sanitation:
 - We've retrained staff on how to approach cleanliness. We have implemented completely renewed sanitation practices in all areas of our hotels, from guest rooms to back offices. We are keeping you safe at all times, even if you can't physically see it.
 - Practices are deeper than cleaning the TV remote - each room gets a full disinfectant before and after guest check-in and check-out.
 - After disinfecting, suites are left vacant for 24-72 hours between guests.
 - We've adopted careful attention to the handling of towels and linens from our laundry to your room
 - All staff, from management to drivers to front desk to housekeeping and maintenance, are updated regularly on preventing the spread of COVID-19.
 - ○ There are plentiful sanitation stations throughout our properties for both guests and staff.
- We continue to meet and exceed [all the state-recommended guidelines, necessary travel restrictions and self-quarantine procedures for guests](#) and employees.
- We perform health and travel screenings to all guests prior to check-in, then again at check-in.
- We adhere to all restrictions and guidance of our state government, local health organizations, and the CDC.
- We have changed our cancellation policies to allow for cancellation without penalty when guests are traveling from affected areas or have concerns about the safety of traveling at this time.
 - ○ If you need to adjust reservations made through another travel site or third party (Booking.com, Expedia, Trivago, etc), please contact them directly for assistance and refer to their terms and conditions.

We understand that this is a complex problem that we face together as a community, but that does not affect all people in the same way. Our hearts go out to those who have already been affected.

For up to date information about impact and response in Alaska, go to: <http://coronavirus.alaska.gov>

To discuss a current reservation or reservation policies, please contact [our Reservations Team \[askus@fountainheadhotels.com\]](mailto:askus@fountainheadhotels.com). For more information about the Fountainhead Hotels and Fountainhead Development Inc mitigation plan, [please contact Bonni Brooks \[bonnib@fountainheadhotels.com\]](mailto:bonnib@fountainheadhotels.com)