

The health and safety of our guests, customers, and staff is our highest priority. As the novel coronavirus (COVID-19) continues to spread throughout the country, we want to assure our guests and business partners that we have a comprehensive plan in place on par with other industry leaders. Our commitment is to remain flexible and highly responsive in our preparation and response in a changing environment with new information available daily. We want to share with you just a few of the steps we are taking:

- All employees and departments at Wedgewood Resort, Sophie Station Suites, and the Fountainhead Antique Auto Museum have been taken through our detailed Preparedness & Response Plan that is in place. Frequent communication is necessary and will continue as the pandemic fluidly changes.
 - Our plan addresses prevention, preparedness, communication, and immediate response best practices should the need arise.
 - We have initiated a safety and awareness campaign with all staff with a strong focus on measures all employees can take to prevent the spread of contagion.
- We have increased the frequency and rigor of our disinfection processes in both guestrooms and public areas.
- We have modified our leave policies to support employees in taking time off when ill or caring for sick family members.
- 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 have a direct line of frequent communication with public health officials and local health care facilities to respond quickly and decisively should a suspected case of COVID-19 arise in one of our properties.

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. Rest assured that as the situation continues to evolve, we will make our next set of choices based on our commitment to keeping the health and safety of our staff, guests, customers, and the community at the forefront.

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 response plan, [please contact Bonni Brooks \[bonnib@fountainheadhotels.com\]](mailto:bonnib@fountainheadhotels.com)