

# BLACKBERRY COMFORT

*We are so pleased to welcome you to Blackberry.  
We want to assure you that our number one priority is the safety and comfort of our guests and team.*

## MASK USAGE

To ensure the health and safety of our guests and team members, we continue to monitor guidance for mask wearing from the CDC and other governmental agencies. During a stay on property, wearing a face mask is optional for guests, based on their own protection through vaccine or wearing a mask. This applies to all indoor and outdoor Blackberry facilities and activities.

If you would like a mask, our team is happy to provide you with disposable masks to wear during your stay.

For the safety and comfort of guests, Blackberry team members are required to wear face masks.

## GENERAL PROPERTY INFORMATION

We are maintaining a schedule of multiple sanitation cleanings daily to ensure safe and comfortable environments for our guests and team.

Hand sanitizer stations are located throughout the property.

The health of our team members is being carefully monitored. Any team member that has any reason to believe they may have been exposed to illness, or are showing symptoms, is being asked to stay home.

## ARRIVALS AND DEPARTURES

Guests will receive a final bill via email prior to departure, so it will not be necessary to visit the Front Desk to complete your check-out.

## HOUSEKEEPING

To accommodate personal preferences, we are offering options for Housekeeping services:

- *Daily Service:* The classic Blackberry standard, for those guests who prefer daily make up and turndown service.
- *Limited Service:* Our team will access your room once daily to provide make up service and restock your pantry.
- *Daily Drop Service:* We understand some of you may not want to share your space with others once you arrive, so we will stock your room appropriately for the entire stay. Upon arrival, we will discuss options for additional requests and linen exchanges.

## DINING

While we are always diligent in maintaining health and sanitation codes, surfaces throughout will be sanitized with increased regularity.

Babysitting services used during meal times will include complimentary In-Room Dining for children.

## CROSS-PROPERTY ACCESS

While we love to encourage our guests to explore and experience all that Blackberry has to offer during their stay, we know that some guests are curious about touring, dining and activities at Blackberry. Due to our current capacity levels, both properties are reserved for registered guests only, and cross-property access is not permitted at this time.



*Please contact the Concierge team if you have any questions.  
All procedures and adapted programming are subject to change based  
on guidance from the CDC and applicable governmental authorities.*

