



Blackberry Mountain Wellbeing Efforts

We are excited to welcome you back to Blackberry Mountain. We want to assure you that our number one priority is the health and safety of our guests and team. Please review information about some changes you will see when you arrive and during your stay on the Mountain.

GENERAL PROPERTY INFORMATION

- The property has been deep cleaned and sanitized. 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, and we have added hand sanitizing wipes to each room for guests' personal use. Hand sanitizer wipes are also placed at all remote water stations.
- Disposable masks are available upon request.
- Transportation around property and to activities will be handled individually to accommodate safe distancing.
- The health of our team members is being carefully monitored. Any team member that has any reason to believe that they may have been exposed to COVID -19 or the flu, or are showing symptoms of either, has access to a special paid time off program.

ARRIVAL AND DEPARTURES

- Arrivals will be spaced out to allow for individualized guest check-in. The check-in process will be expedited for minimal contact, and the Guest Services team may be reached by phone at any time for additional assistance.
- The YETIs that guests receive upon arrival will be placed in the rooms rather than distributed during check-in.
- Guests will receive a final bill via email prior to departure, so it will not be necessary to visit the Front Desk in the Lodge to complete your check-out.
- Property tours will be done with minimal contact and limited occupants.
- All vehicles will be sanitized prior to returning them from Valet.

HOUSEKEEPING

We want to provide you the highest level of service and attention, but we understand if you prefer to limit team members entering your room. To accommodate personal preferences, we are offering options for housekeeping services:

- **Housekeeping Daily Service:** The classic Blackberry standard, for those guests who prefer daily make up and turndown service.
- **Housekeeping Limited Service:** Our team will access your room once daily to provide make up service and restock your pantry.
- **Housekeeping 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.

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.



DINING

- To ensure a pleasant and safe dining experience, table spacing has been adjusted to allow for six feet between tables. Guests will be seated at every other booth, or every other table for tables that cannot be moved, to ensure proper spacing.
- While we are always diligent in maintaining health and sanitation codes, surfaces will be sanitized with increased regularity.
- Babysitting services used during meal times will include complimentary In-Room Dining for children.
- Guests can enjoy Wine Tastings, Whiskey Tastings and Cooking Demonstrations, currently limited to six guests through June, and these activities will adhere to CDC guidelines for the number of people gathering in one location.

NEST. SPA

- Nest will operate based on guidelines provided by the CDC, the governor of Tennessee and the local Department of Health agency regulating spas.

ACTIVITIES

- Regular outdoor activity opportunities are available individually and for groups up to six people, with the exception of boating, which is currently unavailable.
- All HUB classes including fitness, cooking demonstrations and other wellness classes have schedule and participant limitations specific to the space and type of class. Contact the Concierge for more information on each class offering.
- The Art Studio will have limited availability allowing only two guests at a time to enter.
- Social distancing will be practiced throughout any activity for both team and guest safety where applicable.

CAMP BLACKBERRY

- Camp Blackberry and our Mountaineers program will be offered as private sessions to promote social distancing.

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