



GATLINBURG
RIVER INN
BY ROCKY WATERS

Your health and safety are our priority!

In our continued effort to make your stay safe and enjoyable, we have increased measures to help protect you and our staff from exposure to the Covid-19 Virus. We are following CDC guidelines and recommendations from local public health authorities. We will continue to monitor and implement changes to protect the health and safety of our guests and staff members.

To assist in limiting the risk of exposure, the following changes to our standard practices are in place until further notice:

Face Masks, Social Distancing and Sanitizer

- Hotel staff members are required to wear facial coverings on property and to regularly sanitize their hands.
- In accordance with CDC recommendations, we are requesting all guests and visitors wear facial coverings in all indoor public areas of the property.
- Hand sanitizer is readily available at the front desk and throughout the property for use.
- All guests, visitors and staff are required to follow social distancing guidelines in public areas where possible on property.
- Regular sanitization of high-contact points, such as door handles, reception counters, elevator buttons, and vending areas is in place.

Housekeeping and Guest Room Amenities

- All rooms have increased cleaning and sanitization prior to check in.
- Traditional Daily Housekeeping services have been suspended unless requested by 9 AM on or before the day of service.
- Options for fresh towels are available during your stay. Please let us know by 9 AM on or before the day of service. Towels will be delivered in a fresh bag. Once you have removed the fresh towels, used towels are placed in the bag and left outside your room.
- Guest room trash removal is available upon request.
- All guest room amenities to include toiletries, coffee and accessories have been removed to limit multiple guest handling. These items will be handed out at time of check-in. Additional items are available upon request. We ask that you request only what can be consumed during your stay. Once items are given out, even unused, they will have to be discarded after your stay.

Additional Information

- Complimentary breakfast has been temporarily suspended.
- We have implemented regular training of employees ensuring awareness of Covid-19, proper and frequent handwashing, and instructions to stay home if feeling ill.

Thank you for your understanding, support, and vigilance in helping us fight the spread of Covid-19 and to keeping you and our staff members safe throughout your stay.