

Lutherock COVID-19 Operating Procedures

What to Expect for Overnight Guests

Updated July 2021

Due to the ongoing Coronavirus pandemic, Lutherock has made several changes to our standard operating procedures to reduce the risk of spreading COVID-19. This document describes the changes and what you should expect during your stay.

Overview of Changes

- Mask wearing is encouraged for anyone 2 year of age and up who have not been fully vaccinated.
- Guests are encouraged to wear masks while gathering in large groups; and around other guests who aren't a part of your group.
- Maintaining 6 feet social distance both indoors and outdoors is encouraged whenever possible.
- Masks may be required for short times during adventure activities when social distancing is not possible (i.e. when staff are completing harness checks or tying guests into a belay or zip line system).
- Some public areas may be closed off or assigned to specific groups, such as conference rooms, guest lounges and restrooms, to promote social distancing.
- Staff led activities will be scheduled by adventure group in advance to allow for greater social distancing and cleaning between groups.
- Parents or adult leaders may be asked to provide hands-on assistance with their child(ren) for some staff led activities to help staff maintain social distancing.
- Meals may be served by staff instead of buffet style, depending on current health guidelines. Some meals may be offered as "grab and go" so they can be enjoyed outdoors. Dining pavilion seating will be assigned to maximize spacing between groups. Meals may be served at staggered times to reduce the total number of people in the dining area at any one time.
- You will see frequent cleaning and disinfecting of shared spaces and supplies.
- Lutherock staff and volunteers who interact closely with guests may be wearing masks.
- Signage will be posted throughout the facility related to COVID-19.

What to Expect: Before you Arrive

- We respectfully request guests who have knowingly been exposed to or lived with someone who had COVID-19 or experienced symptoms of COVID-19 during the 14 days prior to their scheduled arrival date to refrain from coming to Lutherock. Contact our reservation office at 828-209-6302 and we will issue a credit that can be used toward a future program or retreat. We ask this to protect the safety of our guests, staff and volunteers.

- We ask guests to bring their own face masks, hand sanitizer and reusable water bottle to use during their stay. This helps us manage costs associated with COVID-19 and allows us to keep our prices affordable.

What to Expect: Upon Arrival

- In addition to our standard check-in procedures, all guests will be required to sign a COVID-19 Liability Release. This document can be found on our website for review prior to your arrival.

What to Expect: During your Stay

- Our goal is to make your stay as enjoyable, safe and stress-free as possible. Our staff and volunteers will be working hard to keep facilities clean and guests safe. We need your help by doing the following during your stay:
 - Wash hands frequently and practice good hygiene.
 - Practice social distancing between yourself and those outside your adventure group.
 - Follow posted signs for entry and exit of Crow's Nest and Founder's Lodge buildings.
 - Use the restroom in your guestroom instead of the shared public restroom.
 - Immediately inform staff if you start to feel ill.
 - Take advantage of the beautiful Lutherock site! Enjoy a picnic in the Saddle, hike the trails, have a campfire in one of our provided fire pits. We encourage guests to spread out and spend as much time outdoors as possible. Sunshine is good for the soul and bad for the Coronavirus.

While the world has undergone many significant changes over the past year, what hasn't changed is our mission to invite people to Lutherock to have new adventures in the beauty of God's creation, build community with one another, and strengthen their relationship with Christ. We look forward to welcoming you to Lutherock and providing an enjoyable and safe stay.

Sincerely,

Craig Rieger

Lutherock Executive Site Director