



# Stanford House Guest Commitment

## Commitment to our Guests

The Conservancy for Cuyahoga Valley National Park is glad to welcome you back to the historic Stanford House! We highly value our guests' health and safety as well as Cuyahoga Valley National Park visitors and our staff. We have put safety protocols in place to protect everyone. We are cleaning and sanitizing the house after each group following state, Center for Disease Control (CDC), Ohio Hotel and Lodging Association (OHLA), Airbnb, and Destination CLE (Cleveland's Visitor's Bureau) guidelines to ensure a safe and comfortable stay for our guests. Additionally, we have made some revisions to our policies to make for contactless check-in and check-out options.

## Safety FAQ

### Sanitizing and Environmental

- **What steps are your staff taking to keep the house sanitized and what products are being used?**

The house is sanitized with EPA-approved disinfectants for use against COVID-19 after each group with special attention to high touch areas including:

- Switches and electronic controls
- Handles and doorknobs
- Major bathroom surfaces
- Climate control panels
- Hard surfaces

- **Are the linens clean or has someone touched them?**

The linens are washed in accordance with CDC guidelines after each use by a commercial laundry facility approved by the Healthcare Laundry Accreditation Council. Our staff is trained to handle the clean linens appropriately and use fresh gloves while prepping.

- **How will we know that our room has been properly sanitized?**

Door hangers which read "Room Disinfected" are placed on each bedroom door after that room has been fully sanitized. That door is then sanitized, and your group will be the next to enter.



- **Are there individual items for guest use in each room?**  
A fresh individual tissue packet is placed in each room for your use. We also provide a welcome basket in the living room with puffed corn, individual hand sanitizer and masks.
- **What items are no longer available for guest use?**  
We have removed books and games from common areas for guests' safety. If you would like such items, they may be purchased at either Trail Mix Peninsula or the Boston Mill Visitor Center.
- **How are you preventing the recirculation of air in the facility?**  
The vacuum bag is replaced after each cleaning. We also added a Levoit HEPA air filtration system in the living room and a floating Toshiba air filtration system to prevent air recirculation.
- **Is the house open to the public for tours?**  
The house is only opened for tours with advanced reservations for those wearing masks with surfaces sanitized after each tour. We also are working on a virtual tour which will be available on our website.
- **How are you promoting routine hand washing and sanitation during stays and tours?**  
Hand sanitizer and hand soap dispensers are stationed in all common areas and bathrooms.

### **Crew Member Personal Protective Equipment (PPE), Hygiene and Screening**

- **What PPE are staff wearing to keep guests safe?**  
Staff always wear masks and gloves, when appropriate, inside the house in-between groups.
- **Do staff enter the building when guests are in the house?**  
No, staff will not enter the house during your stay unless specifically requested to do so by guests at an agreed upon time (OHLA guidance). Our employees may not enter Stanford House until all occupants have relocated to a separate, distant area within or outside of the house.
- **How are you monitoring staff health?**  
All staff are screened before their shifts for health symptoms based on CDC guidelines, follow proper PPE use and maintain excellent hygiene. They are instructed not to come to work if they feel sick per our safety protocol.
- **How are you preventing the spread of the COVID-19 virus via shared surfaces?**  
Shared surfaces are disinfected after each shift or transfer between employees (OHLA).



## Expectations for and of Guests

### What can I expect as a guest at Stanford House?

- Due to these changing times, we have shifted to contactless check-in and check-out. However, if you would prefer in person check-in or check-out, it is still possible by informing us of your preference upon making your reservation.

When you make your reservation, we will send you a link to the site-specific code for our welcome guide. This guide provides everything you need to know during your stay such as the house door code (changes with every group), WIFI password, and other amenities to make your stay comfortable. We will also make a follow up phone call approximately one week before your stay to answer any last-minute questions.

- **How do I contact someone during our stay should a situation arise?**

Our welcome app has a chat component. If your question cannot be answered via our videos and other information, contact us through the welcome app. We will respond via the app.

### What does the Conservancy ask of guests?

- Reference current state guidance on interstate travel at the time of booking and four weeks in advance of your visit. Two-week quarantine before your stay if traveling from a state where test positivity rate is at or greater than 15%.
- Please sign our liability waiver before your stay at the Stanford House. This will be emailed to you with your reservation confirmation.
- If you are experiencing any COVID-19 symptoms, please do not visit our facility. These symptoms include: a fever of 100.4 degrees F or higher, cough, chills, shortness of breath, sore throat, headache, congestion or runny nose, nausea or vomiting, diarrhea, new loss of taste of smell or muscle aches. See the CDC website for a current symptom list.
- Wear a mask when not able to maintain 6 feet of social distance outside the house, in public buildings such as restaurants and stores per Ohio Dept of Health mandate and on National Park Service property, such as trails, when 6 feet of social distance cannot be maintained.
- Please leave used duvets on the bed for cleaning after your stay.
- Please wash all used dishes using the sanitizing sink before your departure and leave in the fluid for its full effectiveness.
- Take any trash and/or recycling in the kitchen and bedrooms to the garage following your stay.



## **Reservations**

### **Is a refund available to guests due to the COVID-19 pandemic?**

- At this time, we are not currently offering full refunds for reservations. However, all fees paid in addition to the 30% deposit will be refundable should you choose to cancel your reservation. If cancellation occurs within 14 days of your scheduled arrival, you will forfeit 50% of your estimated rental fees.

### **Is it possible to reschedule reservations due to the COVID-19 pandemic?**

- Should you choose to reschedule or postpone your reservation, the 30% deposit may be transferred to the new date of your choosing, subject to availability.