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COVID-19 ADDENDUM TO POLICIES AND PROCEDURES

We want our guests to have the best experience possible with us while they are visiting Ouray. Due to state and county restrictions, the following are necessary changes to our operating policies and procedures:

- **Check-In:** Please the number of people in your party that come into the lobby for check-in. The person whose name is on the reservation is the only person necessary to come into the lobby to check-in. Valid government issued ID and the credit card that will be used to pay for the stay. An additional \$100 will be authorized to your card for incidentals. **No Cash will be accepted.**
- **KIOSK Only Check-In:** To follow the “no contact” check-in rule, all check-ins will need to be done at the KIOSKS.
- **Limited Lobby Access:** The lobby will be open from 9:00 am – 9:00 pm. Please limit the number of people in your party that come into the lobby. Please dial “0” for details.
 - Children under the age of 15 must be accompanied by a family member.
- **Breakfast:** A continental style grab and go breakfast is available at the front desk for pick up the evening before between 5:30 pm and 8:30 pm or in the morning after 8 am.
- **No Daily Housekeeping:** If you are staying more than one night, you will not receive any housekeeping service. If you need additional linens or toiletries (towels, facial cloths, make-up remover, bar soap, toilet paper or lotion), you can call the front desk and they will arrange delivery of your needed items. You will need to put your dirty linens in the large plastic bag in your room and set it outside your door. We will take the bag when we deliver your clean linens. You can also tie up your trash and put it outside your door and we will dispose of it for you.
- **Receipt for your stay:** We will no longer print receipts. All receipts will be sent to the email address on file. You can verify your address on the KIOSK during the check-in process.
- **Sage Spa at The Twin Peaks:** Sage Spa will be open for services by appointment only and as allowed by government restrictions. Please call (970) 325-7118 at least 24-hours prior to schedule your service or you can book online at www.sagespaouray.com .
- **Mineshaft Restaurant:** Is open for outdoor dining, delivery or pick up from 4:30 p.m.– 8:45 p.m., closed on Tuesdays. You can order online at www.mineshaftouray.com or call (970) 325-4444.
 - The Tiki Bar is open from 4:30 p.m. – 8:45 p.m.
- **Personal Protective Equipment (PPE):** Please bring your PPE (especially face masks) with you when you travel to Ouray. Many stores and restaurants require facemasks before you will be allowed to enter.
- **Pool and Hot Tub Access:** Hot springs soaking tubs and the hot springs pool are open daily from 9 a.m. – 9 p.m. for hotel guests only.

Thank you for choosing to stay with Twin Peaks Lodge and Hot Springs.