We are working closely with state, county, and local officials in developing new protocols as we welcome visitors back to the Eastern Sierra. In our ongoing effort to fight the spread of COVID-19, we regularly check for updated recommendations from the CDC and local health authorities, and update the following procedures and protocols accordingly.

COMMON AREAS AND STAFF INTERACTIONS

- We have implemented additional sanitation procedures in all areas of the hotel, including more frequent cleaning with an emphasis on all high-touch and high-traffic areas.
- Hand sanitizers are available in public spaces.
- Our pools are open, but hot tubs, fitness centers, media, and game rooms are closed.
- Staff are provided with appropriate personal protective equipment, and we continue to educate our employees on health and hygiene.
- Face masks are required for guests and employees in all public areas and guests are expected to maintain appropriate physical distancing (6 ft), in order to adhere to local and state regulations and guidance.
- Elevator occupancy is limited to 2 people or 1 family at a time.
- Shuttle service is suspended at this time.

GUESTROOMS

- We have enhanced guestroom cleaning and sanitizing protocols in accordance with recommendations from the CDC and health officials.
- Daily room stay-over service has been suspended. Should you require additional supplies please contact the Front Desk.
- Guests staying in privately-owned condos are advised to re-wash kitchen utensils prior to use.
- We have instituted a 24-hour vacancy between stays in each guestroom, whenever possible.
- Some amenities have been removed temporarily from rooms, such as extra pillows, blankets and other non-essential decorative items. Our Front Desk can assist with additional requests.
- We closely adhere to CDC guidelines when laundering bed-linen, towels, mats, washcloths, hand towels, and other in-room washable fabrics.
- Additional sanitation procedures have been added, emphasizing high-touch surfaces such as TV remotes, telephones, door handles, etc.

WHAT WE ASK OF OUR GUESTS:

- Please stay home if you are displaying signs of respiratory illness or have a fever. Our flexible cancellation policies are in place to allow you to reschedule for another time.
- Maintain appropriate physical distancing from others (6 ft) unless you are from the same household.
- Wear a mask at all times indoors, except while in your room. Wear masks outdoors while around others outside of your immediate household.
- Avoid in-person contact during transactions by booking in advance online or by calling 800.MAMMOTH.
- Avoid cash transactions when possible in favor of credit, debit, or mobile payments.
- Wash hands or use hand sanitizer frequently.
- Do not congregate in common areas.