

These are confusing and ever-changing times for all of us. Your trust and confidence mean the world to us, as always, we are doing everything within our ability to continue to provide you a peaceful and productive stay.

Here is a snapshot of just some of the extra measures we are taking to provide a safer environment:

SANITIZATION & ENVIRONMENTAL

1. Additional surface and environmental sanitizing measures within guestrooms, public spaces, dining areas, conference areas and recreation areas with emphasis on common touchpoint surfaces and gathering areas.
2. Hand sanitizer stations positioned throughout common gathering areas along with sanitizing wipes available within guestrooms and at dining/conference areas. *(When available, based on supply chain.)*
3. Minimization of select items within guestrooms with increased "by request" availability. You may see fewer items in your room in order to streamline sanitization practices, however, any items that have been removed are always available upon request.
4. When able, increased "rest time" of vacant rooms between departures and new arrivals in order to let the air settle and increase the effectiveness of sanitization procedures.
5. Modified stayover service of guestrooms in order to maximize social distancing and minimize the need for team members entering your hotel room.

SOCIAL DISTANCING

1. Signage throughout the hotel and recreational facilities reminding everyone of the importance of practicing social distancing as well as proper hygiene.
2. Modified capacity signage at common gathering areas indicating updated capacity expectations for the ability to effectively practice social distancing.
3. Addition of social distancing floor spacing signage at common line-up and gathering areas.
4. Modification of payment acceptance procedures throughout the property to encourage less overall contact and less potential for cash exchange while facilitating more ease of distancing.
5. Modified regulation of recreational amenities to better facilitate social distancing expectations.

DINING & CONFERENCE FACILITIES

1. Modified conference and social gathering set-up abilities in order to better facilitate social distancing – regardless of the nature of the event.
2. Increased spacing of seating throughout dining areas and lounge areas.
3. Minimization of select service items typically kept out and available to guests. These items are always available upon request.
4. Updated menu offerings and serving styles for conference and social gatherings which limit common guest touchpoints as well as the need for gathering in close proximity (buffets, stations).
5. Added attendee screening guidelines and related assistance provided to conferences and social gatherings.

TEAM MEMBER PERSONAL PROTECTIVE EQUIPMENT (PPE), HYGIENE & SCREENING

1. Additional PPE available to team members, front and back-of-house, along with additional training on proper use of newly added PPE and retraining on use of prior existing PPE.
2. Continual supervisory monitoring of team members regarding health code compliance, use of PPE and hygienic practices (proper handwashing, facial contact and more).
3. Clear barriers installed at select common interaction areas.
4. Supervisor screening process of team members upon start of work shifts regarding hygiene, use of PPE and potential health concerns.

Our managed properties are committed to following the guidelines issued by the CDC and any state or local government in which we operate.

As always, we are here only because of you – our guest. We know you have a choice, and your confidence and trust in our ability to provide safe and comfortable surroundings is not taken lightly.

Thank You!
Enjoy your stay with us.

COVID-19 INFORMATION

Regency Hotel Management is proud to manage this property. Our managed properties are committed to following the guidelines issued by the CDC and any state or local government in which we operate.

If you have concerns or additional requests, please don't hesitate to ask. Your comfort, security and peace of mind is our priority.

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Rest assured; we are giving extra special attention to your surroundings while you are with us.

TOM BIEGLER

President / Chief Executive Officer

REGENCY
HOTEL MANAGEMENT

HOTELS / RESORTS / PARKS / GOLF / MARINAS

605-334-2371
3211 West Sencore Drive
Sioux Falls, SD 57107
Regency-Mgmt.com