

Our commitment to you, our guest, is to provide you with a safe and healthy retreat experience here at CranHill! In response to the current concerns surrounding COVID-19, we are working to adjust our programs and practices to best care for our guests and staff. Below are our policies for all programmed retreats and events based on the current guidelines from State and local authorities. We are continuing to monitor any changes and will adjust our policies accordingly to ensure your experience is of the highest quality.



INCREASED CLEANING

- Cabins & Rental Cottages will be cleaned and disinfected thoroughly before and after each retreat.
- Cabins and housing areas will have hand sanitizer in each common space and there will be an increased effort to encourage hand washing.
- High-touch points at the Store and other high traffic facilities will be disinfected regularly during open hours.
- Shared equipment and touch points at activities will be disinfected between use as much as possible.
- We use commercial grade cleaners, approved for use against COVID-19 and other viruses.
- Additional hand sanitizing stations will be available in activity areas as well as around the property.



MODIFIED SCHEDULE, PROGRAMS & FACILITIES *(when necessary)*

- **Activities & Programs**
 - Activities will be held outdoors as much as possible
 - Fewer participants may be scheduled per session.
 - Some activities may not be offered at this time.
 - Some programs may not be offered at this time *(See website for details)*.
 - Some special events may not be offered at this time *(See website for details)*.
- **Facilities**
 - Some facilities may not be utilized at this time.
 - Large gathering spaces will have reduced maximum occupancy limits as much as possible.
- **Meals**
 - Meals will be served in our dining hall with reduced capacities and served Family Style *(the buffet line will not be used)*.
 - We will still service dietary needs, **but they must be communicated to us before the start of the retreat.**
- **Large Group Meetings**
 - Our large group meetings will be held outside as much as possible and socially distanced when indoors.



PROVIDING INFORMATION

- Instructional signage from the CDC has been posted around the property.
- Additional resources are available upon request.



MONITORING HEALTH

- Our ministry team monitors our health daily.
- If we are sick, we will stay home. Our team will do our best to continue to serve you.
- We will have all guests complete a health survey upon arrival.



FACE MASKS

- **Masks are required when entering all indoor common spaces** and select outdoor activities *(Wagon Rides)* including the Barn Store, dining hall, cabin/housing common rooms, and shared restrooms.
- Masks are not required at outdoor activities, while eating, at worship sessions, in sleeping spaces etc.

As we partner together for the welfare of all families, guests, and staff, we ask that you do your part to respect the needs of others and be a blessing to those around you. As you prepare to come here is what we ask of you before attending one our retreats and events.



IF SICK, STAY HOME

- If you are sick, please stay home!
- If you get sick at CranHill, we encourage you to seek medical attention. We also ask that you go home to protect other guests and staff.
- You must complete a Health Survey upon arrival on behalf of everyone in your family or group.



PHYSICAL DISTANCING

- Maintain at least 6 feet distance between yourself and other individuals who are not a part of your immediate household.
- Please use a mask when maintaining appropriate distancing is not possible.
- Group gatherings should be limited to no more than 10 people inside or 100 people outside.
- Follow posted signs about the number of people allowed in any facility at one time.
- If, at any time, you are concerned about your health and safety, please let us know and remove yourself from the area.



PRACTICE GOOD HYGIENE

- Wash your hands frequently.
- Avoid touching your eyes, nose, and mouth.
- Cover your mouth when you cough or sneeze.
- Avoid spitting in public.
- Clean and disinfect surfaces after use.



SUPERVISE YOUR GROUP

- To protect you, and other guests, please supervise members your group.
- If you or your group members use an activity space or facility, please ensure that they do so appropriately and safely.



CLEAN UP AFTER YOURSELF

- If you, or your group, use an activity space or facility, please do your best to clean up after yourself.
- Please clean up your housing space thoroughly upon departure.

KEEP US INFORMED



- If you have a health or safety concern, please inform our staff immediately so we can take care of it.
- Our staff are available to assist you, as well as our office during open hours.
- After hours, the Retreat Host is available at (231) 660-1411.