



## **A MESSAGE FROM OUR GENERAL MANAGER**

The current conditions of the COVID-19 pandemic continue to leave us humbled and looking for new and creative solutions to an unprecedented situation.

Over the past eight years, The Riverside Hotel's core values have been rooted in providing the best that hospitality has to offer. From welcoming large groups and events from around the world, providing 365 days of live, local music every year and becoming synonymous with "Staycation", we have loved being a part of your travel adventures and memories. And we look forward to providing you with many new memories to come.

Please know that our highest priority continues to be keeping guests, visitors and team members safe. Our processes are evolving as new information and products become available, but I'd like to share some of the many steps we're currently taking in our ongoing commitment to cleanliness and safety.

### **OUR TEAM (*It all begins with us*)**

- Before reporting for duty, our team members are screened by a member of our HR team and temperatures taken via thermal-scan
- All team members are masked whenever possible
- All team members maintain and enforce social distancing whenever possible
- Ongoing training regarding CDC recommendations and new sanitization protocols

### **UPON ARRIVAL (*Lobby and Public Areas*)**

- Hand sanitizer stations in our lobbies, front desk and restaurant areas, as well as "staff only" areas
- Plexiglas dividers at each check-in station (both for Front Desk and Restaurants)
- Masked team members
- Sanitized pens
- Frequent disinfection using proven, CDC recommended products and procedures for all high-touch areas including (but not limited to): Counter tops, furniture, luggage carts, stair railings, room keys, elevators and public rest rooms

### **GUEST ROOMS**

- Open glassware has been replaced with wrapped, disposable cups
- Guest Services directories and menus have been removed from the rooms. Individual single-use copies are available at check-in, or delivered to your room upon request.
- Individually-wrapped sanitizing wipes have been added as a new guest room amenity
- Extra time is being dedicated to sanitize every touched area and item, such as: Door and closet handles, light switches, thermostats, all hard furniture surfaces and knobs, hangers, remote controls, telephones, clocks, bathroom amenities and surfaces

### **RESTAURANTS (*Riverside Grill, Sandbar, Bar 365*)**

- 10' distancing between tables
- Each table and chair is disinfected both before and after every guest
- All table-top and shared condiments have been removed and will be provided in individual single-serving containers
- Optional disposable service-ware upon request
- Single-use menus for each guest upon seating

### **RECREATION (*Outdoor Pool and Fitness*)**

- Lounges and tables are 10' apart
- Every two hours, the pool deck and fitness areas are vacated and all areas are sanitized with CDC approved products and processes
- To accommodate safe social-distancing, occupancy limits are greatly reduced. As a result, pool and fitness time is limited to two hours per guest
- Pool chemical levels are monitored three times daily
- Ultraviolet light water filtration for an added layer of protection

### **SHUTTLE SERVICES**

- Shuttles are available by appointment and are fully sanitized before and after each guest use
- Drivers are masked, and we request that all guests using the shuttle also wear masks

Please know that we continue to monitor the CDC and the [State of Idaho's guidelines](#) regarding COVID-19 and follow their recommendations. We ask that our guests also follow these guidelines and take measures to help prevent the spread of the virus. Please help keep our guests and team members safe by practicing safe social-distancing and wear a mask when appropriate.

Please don't hesitate to call us (208-343-1871) with any questions regarding our ongoing commitment to your health and safety. We look forward to being part of your travel and entertainment plans again soon to meet, feast, play and dream.

With hospitality,

Kathy Pidgeon  
General Manager