



Chetola Resort Safety & Well-being Promise

Welcome back to Chetola Resort! We have taken specific measures to assure our guests and team members that their safety and well-being is our number one priority. By acting responsibly, we can maintain ourselves as an open space destination whenever possible to provide a safe place to escape, refresh, and renew and create great memories.

Prevention Measures

- Everyone must wear safety masks and maintain social distancing of at least 6 feet in all public areas.
- We are monitoring the health of staff and guests; no one will be allowed to enter the property if they have a cough, fever, or generally show signs of feeling unwell.
- Arriving and departing guests have touchless options for check-in and check-out procedures; special safety panels have been installed in the front lobby with only one guest per party allowed at check-in.
- Seating in all dining & common areas have been re-arranged to follow social distancing guidelines.

Cleanliness Measures

- The property has been deep cleaned and sanitized, with many areas being cleaned multiple times daily.
- We have added hand sanitizer stations throughout the resort, with masks available upon request.
- Guest rooms will remain vacant for a minimum of 24 hours in between guests.
- Housekeeping services will only be offered upon request; additional amenities available upon request.

Reducing Contact Measures

- For socially safe check-in and check-out procedures, your key will be delivered to your vehicle at the base of the lodge steps upon arrival. Keys may be left in a drop box.
- We are limiting dining operations to include limited seating in Timberlake's (by reservation only), carryout, or delivery service to be enjoyed at a picnic table outside, or in the comfort of your room or condo. For restaurant reservations, please call 828-295-5505.

All procedures are subject to change based on CDC guidelines, as well as all government authorities



For the latest hours of operation, please visit [Chetola.com/hours-of-operation](https://www.chetola.com/hours-of-operation)