



**COVID-19 Coronavirus Activity & Awareness Update
MARCH 25, 2020**

At this time, The Abbey Resort continues to operate and stay open.

The Abbey Resort and BENCHMARK®, a global hospitality company, place the health and safety of our guests and employees as our highest and most important business priority. We have undertaken a number of actions and initiatives to address the ongoing COVID-19 Coronavirus concerns, including:

- Subscribing to and remaining current with the US Department of Health & Human Services and the Centers for Disease Control and Prevention-recommended information resources and websites addressing the Coronavirus.
- Implementing a comprehensive proactive awareness program in place company-wide and are closely monitoring any changes or updates to the joint statement by The World Health Organization (WHO) and the World Tourism Organization (UNWTO).
- Keeping our management team and all employees fully apprised of current developments related to the COVID-19 Coronavirus.
- Maintaining close and continuous observation of property health, wellness and safety operations, as is standard operating procedure, according to current government standards.
- An intensified daily commitment to cleanliness and hygiene, including additional steps to ensure the safety of our guests and associates, everything from handwashing hygiene and cleaning product specifications, to guest room and common area cleaning procedures.
- Increased employee training on overall housekeeping and hygiene protocols.
- Increased cleaning frequency of public areas (including hourly cleaning of our lobby, elevators, door handles, public bathrooms and restaurants) utilizing hospital-grade disinfectant.
- Food and beverage service adjusted in accordance with current food safety recommendations.
- Assembling a list of nearby health care professionals and infectious disease resources for access by employees and guests should the need or request arise.

The Abbey Resort and BENCHMARK® highly encourage and recommend our guests to check with their physician in the event of symptoms, and jointly decide with their health care professional on whether travel schedules should be maintained or adjusted.

YOUR TRAVEL FLEXIBILITY

Leisure guests not affiliated with a group: We are extremely sensitive to the inconvenience this is placing on many of you who have travel plans. To make your travel experience as seamless and convenient as possible, and to ensure we provide flexibility with your planning, we have implemented the following policy changes until April 30, 2020, or until further notice, at The Abbey Resort:

- We are happy to help you reschedule your reservation for a future date in the calendar year without any penalty or cancellation fees. New rates may apply on future dates; however, you will not lose any of your paid deposit.
- If you choose to cancel your reservation outside 72 hours of your scheduled arrival date, you may do so and receive a gift card for your full deposit plus a bonus certificate in the amount of \$25.00 to apply toward your return stay. New rates may apply for future dates.
- If you are inside 72 hours of your scheduled arrival date, The Abbey Resort will refund your entire deposit in the form of a gift card which can then be applied toward a future stay. New rates may apply for future dates.

The above does not apply to travel associated for meeting attendees. For more information regarding your travel for a meeting, we would recommend connecting with your meeting engager. Some exceptions may apply to the above which include special event restrictions.

FOOD AND BEVERAGE OUTLETS

A Take-Out/Pick-Up menu of delicious made-to-order items is available for breakfast, lunch, and dinner options. Meals will be available for pick-up at Café Latte. There is also a variety of grab and go options, assorted beverages, and coffees for you to choose from. Our hours of operation are 7:00am – 8:00pm daily. Menus will be available in Café Latte or at the Front Desk. You may place your order from your room by dialing ex. 1458. Outside the resort or by cell phone, call 262-275-1458.

We are continually monitoring the situation and adhering to the most current guidelines given by the federal and local governments regarding food safety.

AVANI SPA

In keeping with the guidelines issued by the State of Wisconsin regarding group gatherings of 10 people or more, we will be temporarily closing Avani Spa effective at 5:00pm on Tuesday, March 17, 2020. Please keep an eye on our website and social media outlets for updates on our status. We apologize for the closure, but look forward to seeing you healthy and safe in the future.

INDOOR POOL

In keeping with the guidelines issued by the State of Wisconsin, we will be temporarily closing our Indoor Pool effective at 5:00pm on Tuesday, March 24, 2020. Please keep an eye on our website and social media outlets for updates on our status. We apologize for the closure, but look forward to seeing you healthy and safe in the future.

IMMERSION ENTERTAINMENT CENTER

In keeping with the guidelines issued by the State of Wisconsin, we will be temporarily closing Immersion effective at 5:00pm on Tuesday, March 24, 2020. Please keep an eye on our website and social media outlets for updates on our status. We apologize for the closure, but look forward to seeing you healthy and safe in the future.

Please know that we are diligently monitoring the COVID-19 situation 24 hours a day, and have precautions in place to ensure you have a safe and healthy stay. Your well-being and trust is our number one priority.

For the most updated information, please refer to the link below for the Centers for Disease Control and Prevention (CDC) or your local health authority.

[CLICK HERE TO VIEW THE CDC WEBSITE](#)

[VISIT THE WORLD HEALTH ORGANIZATION](#)