



# Black Butte Ranch®

THERE IS A PLACE

Dear BBR Guest,

Black Butte Ranch continues to take proactive measures to safeguard the health and safety of our employees, homeowners and guests. As available information surrounding the COVID-19 virus evolves we continue to monitor and follow safe practices, directives and Executive Orders from the Center for Disease Control and Prevention (CDC), The Oregon Health Authority (OHA) and the Office of the Governor, Kate Brown.

Consistent with the professional guidance from these agencies along with the recent Executive Order initiated by the Governor's office ([Statewide Social Distancing Order](#)) Black Butte Ranch will endorse the social distancing measures to limit potential exposure for our employees, owners and guests over the next 4 weeks (March 17, 2020 through April 13, 2020).

## What does this mean for our owners and guests?

Events, gatherings and meetings of groups of 10 or more people will be highly discouraged while groups larger than 25 people will not be allowed. This includes homeowner and guest events such as Vino Thursday's, Homeowner Potluck Dinners, Easter Brunch and others.

- The Lakeside Bistro will remain open 7- days a week offering an expanded menu as well as select pre-packaged items for carry out between the hours of 7:30am to 8pm.
- The Lodge and Robert's Pub will remain closed during this time.
- All Spa services will be discontinued beginning immediately through April 15, 2020.
- The Lakeside Activity Center (Family Game Room) will be closed, and all Recreational Programming will be discontinued beginning immediately through April 13, 2020.

The GMRC Steam Room and Lakeside Sauna will be closed beginning immediately through April 13, 2020.

At this time the following outlets and services will remain open.

- Glaze Meadow Rec Center (GMRC): Indoor Pool, Hot tub, Gym, Locker Rooms, Retail and Equipment Rental.
- Lakeside Pool Complex: Hot tub, Gym and Locker Rooms will remain open.
- Welcome Center: Guest Registration services will remain open 7 – days a week through our drive-up registration window. The guest lobby will be closely managed to support appropriate social distancing measures which may result in periodic closures of the lobby.
- Big Meadow Golf Shop: The Golf Shop will remain open 7- days a week. We will continue to monitor course conditions (snow melt) to identify an appropriate opening of the driving range and golf course.
- Administration and Post Office services will remain open at this time.

Thank you for your understanding during this unprecedented time. We will continue to monitor daily operations to ensure the safety of our employees, homeowners and guests.

We look forward to seeing you around the Ranch,

Jay Head  
*General Manager, CEO*

Black Butte Ranch has been following the progression of COVID-19 and has been collecting data relating to safety regarding travel during this developing situation. Please be assured that Black Butte Ranch is strictly following CDC guidelines in order to secure a clean, healthy and safe environment for all of our guests who will be visiting us!

At this point, there have been no limitations or restrictions placed on US domestic travel in general and no instructions or directives have been made specific to Oregon. As you continue to plan your upcoming visit to Black Butte Ranch, we anticipate that you may have questions about our efforts to manage the Coronavirus. It is important to mention that our efforts are continually focused on the health and well being of both our staff and guests when they visit Black Butte Ranch. We are and will continually monitor the situation through outlets like the [Centers for Disease Control \(CDC\)](#) and [World Health Organization \(WHO\)](#) for guidance on how to respond to the Coronavirus.

### **Welcome Center**

Additional hand sanitizer will be found in all high traffic locations for your use throughout the Ranch. Within the Welcome Center our team is focused on continually cleaning and disinfecting all commonly used areas and items in preparation of our guests arrival.

At check-in, we do request that have your ID and license plate number ready to place on the counter. Out of the consideration of others within the Welcome Center, we do request that if you do have a cough, please try to cough in either a tissue or your sleeve. You may also consider using the drive-up window, if open, to limit exposure to others.

### **Housekeeping**

Our associates within our housekeeping team continue to thoroughly wipe down all hard surfaces within all of our accommodations with high grade disinfectant and multipurpose cleaner.

### **Throughout the Ranch**

Black Butte Ranch is taking elevated measures to communicate to all of our associates to stay home if they feel ill. Additionally, our associates to continue to follow all CDC guidelines for cleanliness here at Black Butte.

**Travel Safety** Centers for Disease Control advises the following practices while traveling within the United States

- Avoid traveling if you are sick.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
- Clean your hands often with soap and water for at least 20 seconds or using an alcohol based hand sanitizer with at least 60% alcohol.

### **Cancellation Policy**

Just like we are doing at the ranch, we understand that all of our guests feel the need to adapt to the evolving nature of this event. While we are excited for your upcoming visit, should you feel the need to reschedule your stay, Black Butte Ranch will be allowing cancellations for any reservation for stays between March 13th – April 30th. We will be issuing refunds for all cleaning fees and taxes along with a future lodging credit equal to the balance of your lodging deposit. A lodging credit will be issued in the form of a gift certificate for new future reservations that can be used between March 13th, 2020 and March 31st 2021.