
From: Black Butte Ranch <reservations@blackbutteranch.com>
Sent: Friday, March 13, 2020 5:15 PM
To:
Subject: Black Butte Ranch Coronavirus (COVID-9) Update



**Black Butte
Ranch**
THERE IS A PLACE

Coronavirus (COVID-9) Update



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.



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