

Dear Guest,

Alaska Heavenly Lodge is open and anxious to share with you the experience of being in nature, celebrating the beauty of Alaska, and spending quality time together with family! During these challenging and unprecedented times, we want to thank you for choosing Alaska Heavenly Lodge, and trusting us with your loved ones. In response to the COVID-19 pandemic, we have made the necessary changes to our protocol to support safety, security and health for our guests. We wanted to reach out to you personally with information about what we are doing here at Alaska Heavenly Lodge. As always, the safety, security, and health of our guests and staff is of the utmost importance and our highest priority.

Our team will continue to monitor the latest news and information from local and national health authorities; all staff have been briefed and trained on the additional measures and new protocol; a plan was implemented before opening to mitigate the risk of COVID-19 for our team members and guests, and will be updated as necessary in accordance with state and federal mandates.

Here are the actions we have taken:

- Mobile Check-in and electronic payment capabilities to minimize person-to-person contact.
- Cloth face coverings and gloves for all staff, and six feet social distancing practices.
- Hand washing stations, hand sanitizer, and/or sanitizer wipes within all lodge cabins.
- CDC protocols for guest areas and lodge cabins: 24 hour ventilation, cleaning and disinfecting, laundering of all bed linens, blankets, and towels.
- Additionally, all throw pillows, books, and coasters have been removed from guest bedrooms. These items are available upon request, sanitized and ventilated for 72 hours before made available again.

We are happy to share this beautiful state, our warm and cozy cabins, and adventure and recreation with all our guests! Alaska Heavenly Lodge assures you that we are doing our part to keep you and your family safe. We feel the great outdoors is, in fact, the best medicine, and look forward to your visit!

Safe Travels,

Katy, Brian & Teagan Borchers
Alaska Heavenly Lodge

Note: If any guest would like to see our plan in its entirety, they are welcome to ask our management team, and we are happy to share a digital or printed version.