

**Subject Line:** Your Health and Safety is our Commitment

To our valued guests,

I am writing to you on behalf of the team at Edgewood Tahoe Resort to offer words of comfort and encouragement amid these moments of uncertainty.

Over the course of the past several weeks, a novel coronavirus (identified as COVID-19) has had an undeniable impact on the travel and hospitality industry. In the face of these challenges, I want to let you know that Edgewood Tahoe's commitment to your satisfaction and wellness remains steadfast. Our team is carefully monitoring statements issued by the [Centers for Disease Control & Prevention \(CDC\)](#) and the World Health Organization regarding COVID-19 and following guidance from these agencies as well as our local health departments to ensure that each of you will enjoy a safe, and positively memorable getaway with us.

**Our Caring Commitment To You**

At Edgewood Tahoe, our top priority is the wellness of our team members and guests. With that in mind, I've outlined the steps we are taking to keep you confident in your stay with us.

- The Edgewood Executive Team is actively monitoring and following the latest updates from the Centers for Disease Control & Prevention (CDC), as well as State and Local health organizations and is following all recommended preventative measures with our team members.
- Edgewood Tahoe has taken additional steps and implemented dedicated staff to sanitize and monitor high touch areas such as door-knobs, elevators, railings, etc. daily, every day of the week. Plus, we have added hand sanitizing stations throughout the resort.
- Edgewood Tahoe has revised our cancellation policy to account for present concerns. As always, our guests are entitled to cancel or change their reservation at no charge \* *up to 7 days before their stay*. Should you need to cancel within that 7-day window, we are allowing our guests to make a one-time date change based on lodging availability. Learn more at [edgewoodtahoe.com/lodge/lodge-terms-conditions](http://edgewoodtahoe.com/lodge/lodge-terms-conditions)
- Edgewood Tahoe does not foresee any overcrowding in our restaurants at this time. Still, we will follow the CDC recommendations by limiting the number of seated parties in our restaurants when necessary. For our Lodge guests, we do have in-room dining available during regular hours of operation.

We look forward to welcoming you to Edgewood Tahoe to experience the same excellent quality of service, beautiful setting, delectable drinks and dining, and the warm, friendly staff which you've come to expect from us.

Should you have any questions about an upcoming reservation or booking at Edgewood Tahoe Resort, please reach us at 888.769.1924.

Sincerely,  
Corinna Osborne  
General Manager, Edgewood Tahoe Resort