

THE GENEVA INN COVID-19 FAQS

- **Are you open?** Yes! We are taking all hotel reservations.
- **Is the restaurant open?** Yes! The Grandview Restaurant is open for in-person dining, outdoor dining and carry-out. The restaurant is following safety practices recommended by the National Restaurant Association and the CDC. Various tables have been removed throughout the restaurant to allow for social distancing, all staff members are required to wear masks or face shields, tables, chairs and menus are wiped down and sanitized between visits.
- **What can we do in the area?** Many tours and attractions have reopened with new safety guidelines. For information on shops and other activities in the area please visit www.visitwalworthcounty.com for a complete list of daily events and happenings!
- **What is the hotels' cancellation policy?** Our cancellation policy is 72-hours in advance for no penalty.
- **Can I reschedule my reservation for a later date?** Of course! All reservations are based on our availability, but we are always available to help to you reschedule your stay with us!
- **What is the hotel doing right now for health and safety?** We are currently working as hard as possible to sanitize and deep clean, frequently and thoroughly throughout the day! Hand sanitizer, gloves, and masks are readily available for anyone that is in need.
- **What is the hotel doing to protect employees?** Employees are required to wear face masks or face shields at all times, as well as

regularly wash their hands. Offices and surfaces around the hotel are disinfected each morning to help protect all staff and guests. Sneeze guards have been installed in areas of frequent employee to guest interaction.

- **What do I do if I do not have a mask or gloves?** We are offering complimentary gloves and masks to all guests and employees right at the front desk!
- **I booked my reservation through a third-party vendor; can you help me?** At this time, we are unable to modify or cancel any reservations made with a third-party. If you need help, please let us know and we will gladly assist with your modification or cancellation.
- **Can I cancel my planned event at the hotel's venue?** Yes! If you are unable to keep your planned event please reach out directly via email to Daneen Soliday at dsoliday@genevainn.com for further assistance! You may also call the front desk at 262-248-5680 to be transferred to her direct line.
- **Are you allowing tours or guests to walk around the hotel?** Currently, in order to ensure we are doing our part to limit the spread during this pandemic we have closed our public areas and discontinued tours. Patrons that are not registered guests or employees of the hotel are unable to enter the hotel at this time.
- **How do I contact guest services?** Guest services are available 24/7 and can be reached at 262-248-5680 for any requests or questions. Feel free to give us a call or email us at inquiry@genevainn.com!