

MINNESOTA'S CLASSIC RESORT ♦ MADDEN'S ON GULL LAKE

Madden's leadership team has been closely tracking the developments related to COVID-19 and has been in constant contact with state and local health officials for guidance.

We are working diligently to implement heightened sanitizing and safety protocols for each department, including housekeeping, golf, food and beverage, spa, recreation and waterfront areas, which will be communicated to guests before and upon their arrival. We have outlined below the procedures being implemented for your safety.

Upon Arrival

Social Distancing will be practiced by allowing only two people to check in at the front desk at a time, maintaining appropriate separation.

Guests will be placed in rooms that have not been occupied for at least 24 hours.

Upon Departure

Encourage phone-in check out

In Your Room

You may opt out of housekeeping services during your stay if preferred.

When soiled linens and garbage have been removed room will be disinfected and made ready.

Head Housekeepers will inspect and perform an additional disinfect on high touch areas of the room.

Room signage will indicate that final step has been performed

In the Restaurants

Tables will be a minimum of 8' apart; a maximum of 10 people per table will be allowed.

The number of reservations and table seatings will be limited to two every half hour.

Plated, Family Style, or Served meals will replace buffets to limit utensil contamination.

Tables and chairs will be disinfected between seatings, including all tabletop ware.

Waitstaff will wear gloves when delivering any food or beverage.

Respectfully request all guests practice Social Distancing by keeping 6' apart from members of different parties.

Recreation

All equipment including boats, paddle boats, kayaks and canoes will be disinfected before and after each guests' usage.

All surfaces are disinfected after every use.

Rental golf carts are completely disinfected before and after each use.

All yard game equipment is disinfected before and after each use.

Bikes and bike helmets will be disinfected before and after each use.

Adventure Cove is disinfected three times daily; as well as all toys, games, craft supplies, furniture and outdoor playground equipment

Conference Services

All public spaces (bathrooms, door handles, garbage receptacles, and counter tops) will be disinfected every 30 minutes.

Coffee Stations will have a designated server who will assure glassware is not reused and guests have minimal contact with disinfected surfaces,

Audio Visual equipment will be disinfected between sessions and during breaks. Mics will be disinfected between speakers, implementing windscreens that may be disinfected,

Water carafes and glassware at meeting room tables will be replaced between sessions.

Chairs will be disinfected daily.

Golf

Online tee times and payments are encouraged.

Posting of scores should be done on a GHIN app.

Groups shall be limited to no more than four players per group and golfers shall remain six feet apart on the driving range and practice putting green. Starting time intervals will be a minimum of 10 minutes apart.

On-course touchpoints shall be eliminated including rakes, ball washers, benches, practice green flagsticks, scorecards, pencils, tees, community water coolers, towels and seed bottles. Practice balls will be in pyramids on the Driving Range. Rental clubs will not be available.

Be smart – stay 6' away from each other and we ask that you do not congregate with more than your foursome.

Bags and clubs must remain in golfers' possession, no bag service available.

Walking the courses is encouraged. If carts are used, they must be limited to ONE rider per cart unless from the same household. Golf carts will be disinfected with close attention to high touch areas: steering wheels, hand bars, seats, and coolers after each round. Carts will be 'green tagged' indicating that last step has been performed

Beverage stations will be available. Bottled water only on the golf course, no community water sources.