

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.

Facial coverings are required in all indoor locations as mandated by the State of Minnesota.

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.

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.

In the Restaurants

Indoor and outdoor dining will be available, tables will be a minimum of 6' apart; a maximum of 4 people per table (6 if related) will be allowed.

Take out will also be available.

Reservations are required for indoor dining and seatings will be limited to 50% capacity. Patio dining will be first-come-first-served.

Plated and Served meals will replace buffets to limit utensil contamination. Breakfast 'stations' will be served by gloved and masked staff.

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

Waitstaff will wear masks when serving food or beverages.

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

Recreation

All equipment including pontoons, fishing 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.

Meeting rooms will be set up for best social distancing practices.

Current guidelines allow for 25% of normal capacity.

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 windsocks that may be disinfected.

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

Chairs will be disinfected daily.

Spa

All guests and staff are required to wear mask when in the spa. If you do not have one a disposable one will be provided.

All spa staff have their temperature taken and must complete a covid questionnaire before they start their shifts to ensure that no one is sick.

We ask that guests wait to enter the building until 5-10 minutes before their service start time.

Amenities have been removed from the public spaces, available upon request.

Lockers are now assigned so that we can properly distance the guests.

All seating has been spaced 6' apart.

All hard services are being disinfected after the guest touches them and regularly though out the day.

Currently we are only offering two pedicures at a time to ensure proper social distancing.

Credit card readers have been moved so that the guests can swipe their own card.

Golf

Online tee times and payments are encouraged.

Tournament formats recommended consecutive tee times; 'shotgun' starts will be allowed following social distancing guidelines.

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 practice green flagsticks and communal water coolers. Practice balls will be sanitized and in individual crates/ baskets on the Driving Range. Rental clubs are sanitized after each use.

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

Golf cart usage should be one rider per golf cart unless from the same household. Walking the courses is encouraged. Golf carts will be disinfected with close attention to high touch areas: steering wheels, hand bars, seats, and coolers after each round.

Beverage stations will be available. Bottled water only on the golf course, no communal water coolers.