

# *Luray Mountain Cabins* Bulletin



Hello Guests,

In light of current health concerns, I thought it was important to reach out to folks who may be staying with us in the coming months. As one of our guests, I'd like to update you on our increased efforts to provide you with a 100% safe and relaxing getaway. If you have questions about our cabins — if you have additional requests for your stay — if you need anything at all, please do not hesitate to call or email us and I will answer you personally.

**Below, you will find updates regarding our efforts to prioritize: (1) cleaning and sanitation, (2) social distancing and safety, and (3) booking flexibility.** We are pleased to share that nearly all of these updates have already gone into effect to serve our guests! This week, some of our guests are exploring Shenandoah National Park by day and stargazing by the fire with their family at night. Some guests are simply “working-from-home” in their cabin or out on the decks & patios. Some are happily spending time relaxing, away from their locked-down city or stir-crazy apartment. We are sincerely thankful for your business and we are pleased to offer our guests a safe haven in these unprecedented times.

# (1) Cleaning and Sanitation

As you probably have seen in our online reviews, guests greatly appreciate the cleanliness of our properties. Ensuring that our cabins are meticulously cleaned and well-maintained has been one of the most successful drivers of our business. Our housekeeping team of 3+ years thoroughly cleans our cabins immediately after each guest departs. Before each new guest checks in, Jim and I personally inspect the cabin to ensure that it meets our high standards of cleanliness. Our housekeeping services include laundering all linens, top-to-bottom bathroom and kitchen cleaning, re-washing all dishes, sweeping and mopping, sanitizing all surfaces, baseboard dusting, HVAC filter changing, and much, much more. As a family-owned business, we have always found that this hyper-focused approach to cleanliness separates us from typical Airbnbs or rental properties and creates an exemplary guest experience.



*With rising health concerns during the last few weeks, we have further heightened our efforts to ensure the safety and cleanliness of our cabins.*

To address personal contact concerns, **for all of our cabins, we will be implementing a 24-hour No-Occupancy Period following each guest's check-out.** This means that when you stay with us, you may take comfort knowing that your cabin will be thoroughly cleaned, inspected, and left unoccupied for 24 hours prior to your arrival.

To address sanitation concerns, **we are even more thoroughly cleaning all "high-touch" areas.** This means that before you enter our property, all surfaces, door handles, light switches, tv remotes, windows, countertops, etc. have been sanitized with commercial grade antibacterial spray.

To further address these concerns, **we are discarding and replacing many of our complimentary consumable items,** such as brochures, toiletries, guest registries, guidebooks, etc. for each new guest. Brochures and guidebooks will be made available digitally. Any consumable items remaining in the cabin, such as books or board games, will be thoroughly sanitized after each stay. This means that throughout your stay at our property, you can take comfort knowing that every item in your cabin is new and completely safe to use as you please.

While Jim and I are proud business owners, we are also proud community members, parents, and soon-to-be grandparents. We understand the importance of doing our part to prevent the spread of germs. It is our top priority to keep our guests and staff healthy in the same way we all want to keep our families healthy.

## (2) Social Distancing and Safety



Our cabins sit together on a large mountain property – **each of our three cabins sits on its own 2+ acres of land, separated from one another by 50+ yards of woods.** The remote property is served by a private road used only by our guests. When you stay in one of our cabins, your nearest neighbor is a retired couple from New Jersey whose house stands hundreds of yards down the mountain. You will remain unsolicited and unbothered staying at our cabins, unless you choose to head to town and be social.

Luray, VA is quite rural and unpopulated, *so* much so that “social distancing” as we know it is the town’s normal way of life. This reflects the #1 reason our guests say they come to stay out here in the mountains – “to get away from it all.” Outside of trips to local restaurants or the grocery store, it is likely all of your activities here will abide by the current social distancing recommendations.

**There are endless outdoor trails, walks, and hikes that are virtually solitary activities.** You and your family could spend a week roaming Shenandoah National Park, likely without running into another person. For activities even closer to our cabins, you could visit any number of local destinations. Lake Arrowhead is gorgeous and peaceful, offering a variety of family activities; the Hawksbill Greenway is populated by beautiful birds and offers 3+ miles of paved paths for walking, biking, and running; the fish are biting in our lakes and streams, and the Shenandoah River is waiting for visitors to enjoy her waters. Our guests this week are exploring the outdoors during the day and enjoying campfires, hot tub time, and stargazing in the evening. Some are “working-from-home” by day and relaxing by night, both in the cabin *and* out on the decks & patios!



## (3) Booking Flexibility

We understand the current situation has created challenges that affect everybody differently. We also know that, for many people, a getaway may be hindered by factors beyond their control. Jim and I truly want to help our community during this time, and we are committed to being as flexible as possible to accommodate our guests.



Toward that end, we have adopted much more flexible policies regarding reservations. We will do our best to work with guests needing **short-term stays** or **flexible cancellation policies**. We will conditionally allow **guests with pets** to stay with us, as we understand pet care may be difficult to find. We are working with guests on **flexible check-in and check-out times** and **discounted rates** for long-term stays. We have fulfilled some of our recent **guests' special requests**, including stocking cabins with extra cots, hiking backpacks, and additional cleaning supplies prior to arrival. **If there is something you need, we will do our absolute best to accommodate you.** We believe it is important to help one another in times like these, even if it means absorbing some extra costs on our end.

Lastly, but equally as important, we want to express gratitude. We are committed to keeping our business running, even if all we can do is pay our staff. We refuse, as long as safety permits, to allow this situation to negatively impact our staff or our guests. Jim and I feel incredibly blessed by the opportunity to operate this business and believe it is our responsibility to serve others through our work. Right now, we believe this means doing our best to create a safe haven for our guests – a retreat to the mountains for those who need it in these unprecedented times.

**Thank you again, now more than ever!**

Jim & Lisa