

# Covid-19 Policies

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## Contact-Free Entry:

In advance of your stay, you will receive your own digital combination to the main entry keypad, removing the need for dirty keys & also allowing for a contact-free check-in (making late check-ins easier too!)

## Covid-19 Cleaning & Disinfecting Practices are in place:

All properties are ventilated, disinfected, use of UV wand and/or disinfecting solution on all high-touch areas, all linens are thoroughly laundered, extensive top-to-bottom cleaning, hand soap/paper towels/cleaning solutions stocked in the property. See our Reviews on Airbnb, TripAdvisor, VRBO regarding top-notch cleanliness!

## Social Distancing:

Welcome to the mountains, you can rest assured that social distancing is pretty much always a way of life out here in the Shenandoah Valley! We would ask all of our guests to respect any social distancing recommendations that are in place when visiting our local businesses and attractions.

## Cancellations:

For Covid-19-related cancellations, we have added the following adjustments to our cancellation policy, with exceptions and flexibility within the policy. Bottom line is that we want to be fair to our guests and we want to be responsible citizens:

- If a guest makes a reservation while their state or our state (VA) is under a full stay-at-home order, and that same order is still in place seven days prior to the reservation, the guest will be refunded for their stay if they request to cancel. That cancellation must be received within 7 days of the reservation date.
- If a guest makes a reservation and their state or our state (VA) is placed under a full stay-at-home order after making the reservation, we will refund for that stay but we ask the guest to request to cancel within 24 hours of the announcement.
- If a guest cancels for any reason, regardless of how close to the arrival date, we will refund the guest if we can fill the dates with another guest (to the amount the new guest is paying)