



# Our Message To You

The safety and comfort of our guests and staff is and has always been a top priority. Our daily operations will look different for a while, but we promise our commitment to providing you with exceptional service and memorable experiences has not changed.

Our resort will be open to the full extent that is allowed by our state officials. We are following the recommendations and highest level of standards and guidelines set by the State of Vermont. This is changing regularly and we will continue to adjust operations as allowed.

We thank you for your support. Enjoy your stay!



# BEFORE YOU ARRIVE



- Please check with the [State of Vermont Website](#) to ensure you are in compliance with Vermont's current travel guidelines.
- Before you arrive please sign the state of Vermont's compliance waiver. The waiver will be emailed to you before you arrive. You can also find it on our [website](#). This information will be kept on file for 30 days.
- Please note the state of Vermont mandates that residents and visitors must wear a mask indoors and outdoors when in the presence of others.
- Please call us if you have any questions before you arrive, we are happy to assist!

# CHECK - IN



- Our lobby is open! If you prefer curbside check-in, please call the front desk when you arrive and we will bring your room keys to you. 802-253-7355.
- While inside the resort, please wear a mask in all public areas.
- Check-in is at 3:00pm in the Main Inn and 4:00pm for Townhouses. If you arrive earlier please stop by the front desk, you are welcome to enjoy our resort's amenities before your room is available.

# HOUSEKEEPING



- In addition to our existing rigorous cleaning protocols, hospital grade disinfectants and UV wands will be used to sanitize guest rooms.
- After your room has been deep cleaned it will remain unoccupied in accordance with CDC guidelines prior to your arrival, to allow for adequate air exchange.
- High touch point items, such as pens, pads of paper and magazines will no longer be stored in guest rooms, but these items are available upon request .
- Traditional daily housekeeping service is not available at this time.
- Extra towels and linens are available upon request. They will be delivered bagged and left outside your door.



# DINING



- **Charlie B's Pub & Restaurant**
  - Hours:
    - **Sunday** Breakfast: 8-11am, Lunch: 12-3pm
    - **Monday** Closed
    - **Tuesday** Dinner: 3-9pm
    - **Wednesday** Dinner: 3-9pm
    - **Thursday** Dinner: 3-9pm
    - **Friday** Dinner: 3-9pm
    - **Saturday** Breakfast: 8-11am, Lunch: 12-5pm, Dinner: 5.30-9pm
  - **Please call ahead for reservations (802) 760-1096.** If you are calling from a phone in the resort use extension is 5515.
- **Room Service & Delivery**
  - Room service is available during Charlie B's operational hours listed above.
  - Please call (802) 760-1096 to place your order. If you are calling from a phone in the resort use extension is 5515.
  - Other local delivery options include: [Picasso](#), [The Deep End](#), [Stowe Sandwich Company](#) and [Stowe to Go](#) (Stowe To Go will pick up take out and deliver groceries!)
- **Spa Café & Pool Bar**
  - The spa café and pool bar are currently closed. Please call (802) 760-1096 to place to place a to-go order. If you are calling from a phone in the resort use extension 5515. This service is available during Charlie B's Saturday & Sunday's operational hours listed above.
- **Grab & Go**
  - Grab & Go breakfast items are available for purchase at the Front Desk

# RESORT AMENITIES



- **Outdoor Pool**
  - Currently closed. It will be open from 11/25 – 11/28 and will re-open 12/23. Until then please enjoy our indoor pool and outdoor Jacuzzi!
- **Indoor Pool & Outdoor Jacuzzi**
  - **Open 8am – 7pm**
- **Sports Club**
  - **Open 8am – 7pm daily**
  - Masks are required
  - Hands must be sanitized before entering
  - Equipment will be sanitized between use & some equipment may not be available
  - Exercise classes are available
  - Sports Club locker rooms are open
- **Golf & Tennis**
  - Closing for the season on 10/19
- **Game Room, Coed Sauna, Steam Room**
  - Temporarily closed due to COVID safety

# SPA



- **Salon**
  - **Open 9am – 3pm Monday – Friday, limited availability on Saturdays**
  - Please call ahead for an appointment 802 -760 -1083
  - Reservations will be staggered to allow proper sanitation in-between guests
- **Treatments & Services**
  - We are offering a reopening menu offering a variety of treatments and services
  - **Open 9am – 5pm Fridays & Saturdays and 9am – 4pm Sunday - Thursday**
  - Please call ahead for an appointment 802 -760 -1083
- **Elements**
  - **Open 9am – 5pm Fridays & Saturdays and 9am – 4pm Sunday - Thursday**
  - Masks are required
  - Hands must be sanitized upon entering
- **Sanctuaries**
  - **Open 9am – 5pm Fridays & Saturdays and 9am – 4pm Sunday - Thursday**
  - Masks are required for entering.
  - Furniture has been removed and rearranged to maintain social distancing
  - Private saunas, steam rooms and Jacuzzis are temporarily closed due to COVID Safety
  - Juice & tea are unavailable, but we are offering cucumber water and lemon water. Bottled water is available upon request.
- **Aqua Solarium**
  - **Open 9am – 5pm Fridays & Saturdays and 9am – 4pm Sunday - Thursday**



# CHECK - OUT



- You do not need to come to the front desk for check-out.
- Guest's with a \$0 balance will have their folio statement emailed to them.
- If you have a remaining balance your credit card on file will be charged. If you prefer to change credit cards please call the front desk. Your final folio statement will be emailed to you.
- Check-out is 11am
- Thank you for visiting we hope to welcome you back again soon!

# CONTACT INFORMATION



- Front Desk (800)-253-2232  
(Internal Extension 5300)
- Charlie B's Pub and To Go (802)-760-1096  
(Internal Extension 5515)
- The Spa At Stoweflake (802)- 760-1083  
(Internal Extension 5390)

[www.stoweflake.com](http://www.stoweflake.com)