

Jolli-Lodge COVID-19 response

As our state, nation, and the world continue to adapt to the changing realities resulting from the COVID-19 pandemic, it is our goal to regularly and consistently share changes that may affect your current or future plans to visit us at The Jolli-Lodge.

Beginning May 22, 2020, The Jolli-Lodge will be open. Reservations can be made through our “book now” page or by calling or emailing us directly. We are happy to answer any questions not addressed here. Please call or email us anytime with your concerns.

Cancellation Policy

In the event that we are ordered to be closed for any of the dates of a reservation, we will offer our guests a choice. All payments will either be refunded (less a 10% fee if the payments were made with a credit card) or we will issue a voucher for 100% of the amount paid which can be used toward a future stay with us.

Additional Safety Measures

We are 100% committed to the safety and well-being of our staff, guests, and community. Our updated policies have been informed by the CDC, the WHO, the office of the Michigan governor, and our hospitality industry peers.

Sanitization and environmental:

1. Additional surface and environmental sanitizing measures within cottages, condos, guestrooms, public spaces, and recreation areas with emphasis on common touchpoint surfaces and gathering areas.
2. Hand sanitizer stations positioned throughout common gathering areas along with sanitizing wipes available within guestrooms. (When available, based on supply chain.)
3. All beds will be “triple sheeted.”
4. Modified stayover service of guestrooms in order to maximize social distancing and minimize the need for team members entering your hotel room.

Social distancing:

1. Signage throughout the property reminding everyone of the importance of practicing social distancing as well as proper hygiene.
2. Modified capacity signage at common gathering areas indicating updated capacity expectations for the ability to effectively practice social distancing.

3. Addition of social distancing floor spacing signage at common line-up and gathering areas.
4. Modification of payment acceptance procedures throughout the property to encourage less overall contact and less potential for cash exchange while facilitating more ease of distancing.

Crew member PPE, Hygiene, and screening

1. Additional PPE in use by team members, front and back-of-house, along with additional training on proper use of newly added PPE and retraining on use of prior existing PPE.
2. Continual supervisory monitoring of team members regarding health code compliance, use of PPE and hygienic practices (proper handwashing, facial contact and more).
3. Supervisor screening process of team members upon start of work shifts regarding hygiene, use of PPE and potential health concerns.

Check-in/check-out procedure

All check-in and check-out will now be done curbside. When you arrive at the Jolli-Lodge, please drive to the main lodge entrance and park in front of the front door. Please stay in your car. You can either honk your horn or give us a call to let us know you are here.

A staff member will approach your vehicle and process your check in. The process has four steps:

1. Our crew member will conduct a brief health screening
2. You will be given paperwork and directions to your unit
3. You will be given the keys to your unit. All keys are being carefully sanitized between guests
4. Once you have had some time to get comfortable in your unit, please read and sign your registration paperwork and return it to the dropbox outside the main lodge door.

Check-out:

1. When checking out, please drive to the main lodge door and honk or call to let us know you are there

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2. A crew member will approach your car to finalize any paperwork and collect the keys to your unit before you leave