To our Guests, Clients and Community:

I would like to take a moment and inform you of the precautions that we are taking at The Queensbury Hotel to protect your health and safety as it relates to the recent COVID-19 (Coronavirus) outbreak.

Please be assured that we are monitoring new developments as they arise and are adhering to the advice of local, national and international health agencies including the Centers for Disease Control (CDC) and the New York State Department of Health (NYSDOH). The safety and security of our guests, clients and team members are of the utmost importance to us.

To minimize risk and enhance safety for guests, patrons and associates, we use disinfectant products that have been approved and certified by the U.S. Environmental Protection Agency (EPA). We have increased the frequency of the cleaning and disinfecting of our public spaces and our high-touch and high-traffic areas throughout our property. In our guest rooms, we have put an emphasis on deep cleaning and limiting in-room services during your stay to minimize risk.

In addition to our public spaces and guest rooms, these practices and policies apply to our restrooms, dining spaces, staff areas, food preparation areas and all other private spaces of the property.

We hope that these measures help to put your mind at ease and assure you that we place your safety and that of our team members as our number one priority. On behalf of the entire Queensbury Hotel Team, we thank you for your continued loyalty and we look forward to seeing and serving you soon.

Sincerely,

Tyler C. Herrick
General Manager
The Queensbury Hotel
FACE COVERINGS
We require all guests to wear a face mask or face covering in all public spaces throughout the hotel.

All associates will be provided with face coverings & proper personal protective equipment (PPE) as a part of their uniform.

SOCIAL DISTANCING
Guests & associates should practice social distancing by standing at least 6 feet apart from other guests they are not traveling with.

Lobby, dining & public area seating arrangements have been adjusted to ensure each section is a minimum of 6 feet apart.

Floor markings & related signage can be found throughout the property to assist with social distancing efforts.

FOOD & BEVERAGE
In accordance with NYS regulations, we are currently offering room service, takeout service & both indoor/outdoor dining daily for breakfast, lunch & dinner. Some of our new standards include:

- Single-use or digital menus
- Limited capacity based on guidelines
- Socially distanced tables & seating
- Enhanced cleaning protocols
- Masked service staff
- Guest recording for tracing purposes

HEALTH CONCERNS
The hotel will respond swiftly to associate & guest health concerns & follow all current public health guidelines.

All associates will be subject to a thermal temperature scan at the start of each shift. Any associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to meet all public health criteria before returning to work.

HYGIENE & CLEANLINESS
Hand sanitizing stations have been installed in high-traffic areas & public spaces.

Associates will be required to follow strict personal hygiene protocols to ensure their safety & the safety of our guests.

DEEP & FREQUENT CLEANING
Enhanced cleaning protocols will require the frequent disinfecting of high-touch items & frequent sanitizing of public spaces such as the lobby, dining areas, restrooms, front desk area, etc.

Hospital grade disinfectant products that have been approved & certified by the U.S. Environmental Protection Agency (EPA) will be used in order to protect from emerging viruses, bacteria & other pathogens.

GUEST ROOM SAFETY
For the safety of our guests & to minimize the number of people in a room during their stay, daily in-room housekeeping service will NOT be provided.

If a guest is in need of garbage removal, additional amenities, etc. we ask that they call our front desk & an associate will deliver them promptly.

High-touch items such as pens, notepads & in-room guides have been removed from guest rooms.

TECHNOLOGICAL ADVANCES
The hotel is working towards making technological updates & upgrades to enhance our overall guest experience & to encourage safety precautions.

Stay tuned for future updates and announcements regarding advancements such as a contact-less check-in experience.