



# GRAND VIEW

- LODGE -

SPA & GOLF RESORT

## Grand View Lodge's StaySafe Initiative

UPDATED OCTOBER 1, 2020

We are implementing a limited contact procedure resort-wide. These procedures are structured to keep you, your family, and our staff safe. Our StaySafe initiative will help you create memories while keeping safety in mind. We stay in contact with our Governor, state representatives, and health officials to ensure we start amenities at the proper times and when it will be the safest for all our guests and staff. **Remember, if you feel sick, stay home.**

### CANCELLATION POLICY

A more flexible cancellation policy:

- for reservations with May arrivals – 7 days before arrival, a full refund is available,
- for reservations with June arrivals – 14 days before arrival, a full refund is available,
- and for reservations with July-August arrivals – 21 days before arrival, a full refund is available.

### CHECK-IN

All check-ins will be in our Gull Lake Center Conference Building. Please park in the west parking lot and enter the Gull Lake Center. Please stay 6' away from other guests.

Following all stays, for the health and safety of our guests and staff, we must allow adequate time to sanitize and clean each unit. Should your room not be ready upon check-in, please enjoy the property during your wait. When your accommodation is ready, you will be contacted via cell. Please make sure we have the proper number on file for you.

### CHECK OUT

**Check out time is 11:00am.** To check out, please call 218-967-8673. No in-person check-out will be available.

We encourage you to rebook before departure to ensure your preferences for your vacation next year. Please make sure we have your most up-to-date email and phone number to ensure your rebooking goes seamlessly.

### ACCOMMODATIONS

The housekeeping process has changed. Separate cleaning and sanitation teams have been formed to go through each unit after check-out. Each accommodation will be thoroughly cleaned and sanitized before your arrival based on recommendations from the CDC. If you need additional linens, towels, etc. please notify housekeeping at 218-967-8673 to discuss the process for exchange.

### GOLF

- Book your tee times through [www.gvlfun.com](http://www.gvlfun.com) or by calling the Pines Pro Shop at 218-963-8755.
- Please practice social distancing and wear your mask when around others not in your group.

### SHUTTLES

On-Property Shuttle Service is suspended until further notice.

**IN COMPLIANCE WITH THE MINNESOTA STATE GOVERNOR'S EXECUTIVE ORDER  
FACE COVERINGS ARE REQUIRED INDOORS**

## RESTAURANTS

**Breakfast** | Daily\* (Heritage Room) ..... 7:00am-10:00am

**Brew** | Daily (Breakfast & Coffee) ..... 7:00am-1:00pm

**Northwood's Pub** | Daily\* (Delivery, Take-out, Pub Seating) ..... 11:00am-10:00pm  
*Seating available at On the Rocks, weather permitting.*

**Char** | Daily\* ..... 5:00pm-9:00pm

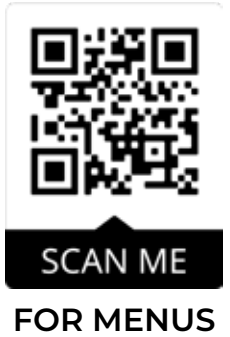
**Pizza Delivery** | Daily (Take-out or Delivery Only) ..... 11:00am-9:00pm

**Esther's Kitchen** (Family-style Dinner) | Daily (Take-out or Delivery Only) ... 11:00am-9:00pm

**Freddy's Sports Grill** | Daily (Turn Food Only) ..... 10:00am-6:00pm

**The Preserve Pub** | Daily (Turn Food Only) ..... 10:00am-6:00pm

\*Reservations required.



## RECREATION

- Boat rentals are currently available. Info can found on GVLFUN.com.
- All of our waterfront equipment will be sanitized after each guests' use.
- Bikes and helmets will be sanitized after each guests' use.
- All surfaces, including beach chairs will be sanitized throughout the day.
- Kid's Club is suspended until further notice.

### NorthPark Pool and Recreation Center

- 150 guests maximum at any operational moment
- Outdoor hot tub – 15 max guests max
- Two indoor hot tub – 5 guests max
- No slide available
- Fitness Room – 2 guest max for 50 min starting on the hour, contact Recreation to book times.
- Kids Club space – 2 additional bikes and one treadmill for 50 min, contact Recreation to book times.
- Yoga Room- 1 family or single guest for 50 min, contact Recreation to book times.

**Waterfront Pool** – 100 guests maximum, no slide available.

## GLACIAL WATERS SPA

- Our appointment times are staggered to best control our limited capacity. Appointments are required in advance for services. Only guests with appointments will be allowed past the lobby.
- No more than 4 guests in the lobby at one time, please wait outside building until there is space.
- Currently our steam rooms, sauna and showers are unavailable for use.
- No outside food or drink allowed. We will provide a bottle of water with your service.
- Social distancing is required, including in the relaxation room.
- Time at the spa is limited to 15 minutes beyond your appointment time.
- Guests and employees must wear a mask or a face shield. If you need a mask we will provide one for you.
- We will be asking all guests & employees to wash their hands before and after each service.
- **Limited services menu available on our website.**
- Massage and Facial Services - Please arrive 5-10 minutes prior to your appointment. You will have the option of changing into a robe in the locker room or in your treatment room.
- Nail Services – Please arrive at the time of your scheduled appointment. If anyone in your group will be wearing Gel Polish the day of their nail service. Please call in advance to schedule a removal.
- **Should you arrive late, your service(s) will be modified and end at their originally scheduled time.**

**Spa Cancellation Policy:** A credit card number is required to hold all spa reservations. The spa requires a 48 hour notice on all cancellations. If you need to cancel your appointment less than 48 hours prior to the service time, you will be charged 100% of the price of the service. Same day cancellations or failing to show up for your appointment, results in a full charge of the service. If you have any questions, please call Glacial Waters Spa at (218) 963-8700 or (866) 801-2951.

## GRAND OUTFITTERS/CARIBOU COFFEE

Our retail store is open daily – check the Northwoods News for hours. Complimentary caribou drip coffee. Specialty coffees are available at Brew, located in North hotel.