



We know there is a lot of concern among our guests about the (Covid-19) virus and you are probably wondering how we are responding. Our leadership team has been following developments closely and talking with lots of sources to assess our response. We continue to monitor developments daily on the CDC and local public health department websites.

We want to thank you for your continued support through this troubling period and are optimistic that the more rural setting of the Brainerd Lakes area will not be as affected as much as larger urban communities.

With that being said we are committed to educating and protecting our staff and guests, here is a summary of what we are already doing. As an industry most of this is already standard good practice.

- **Front Desk** - Business as usual, sanitizer on the countertop and they are wiping down counters, phones, PC's, high traffic areas in the lobby etc. already on a regular basis.
- The **Housekeeping Department** has had refresher training on their standard practice of disinfecting surfaces everyone touches such as counters, remotes, phones etc. in sleeping rooms. We continue to wipe down public areas such as stair rails, handles etc.
- Our **Food and Beverage Departments** continue to follow all safety parameters as laid down by the Minnesota Health Department and has increased disinfection of high traffic areas such as stair rails and countertops.
- **Recreation** - Will have sanitizer at events. We are sanitizing bingo cards, sports equipment etc.

There is information posted throughout the resort on proper hygiene and reducing the chance of spreading germs. If an employee is sick we are asking them to stay home.

Our pool is a very popular amenity at this time of year and we are pleased to share the following CDC update.

“There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.”

<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

To this end, we have always worked diligently to ensure the proper operation, maintenance, and disinfection of our pool and it is tested multiple times daily by hand by our Certified Pool Operators.

We appreciate your business and we are committed to following the recommendations from health authorities to give you peace of mind as you visit our resort

Thank you for your continued loyalty and business. We look forward to seeing you soon.

Eric Peterson  
General Manager  
218 825 2885  
[epeterson@craguns.com](mailto:epeterson@craguns.com)

Jonathan Ward  
Guest Experience Manager  
218 825 2858  
[jward@craguns.com](mailto:jward@craguns.com)

For more information, visit:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

<https://www.health.state.mn.us/diseases/coronavirus/index.html>