



BASALT

March, 2020

To all Hotel Windrow and Basalt Guests,

We are all experiencing some challenging times. The current crisis has had a serious impact on most aspects of our lives. That is certainly the case here at Hotel Windrow and Basalt. We want to take this opportunity to update you on the status of our operations and what we are doing to assure that your visit is as safe as possible.

Following the direction of Washington Governor Inslee, we closed Basalt this past weekend. Though the current order only goes through the end of March, we are unsure at this point as to when we might be able to reopen.

Hotel Windrow remains open. We have taken extra precautions to provide the absolute best in sanitation of our facilities. With the help of our cleaning and laundry chemical partner, Ecolab, we have stepped up our program for cleaning the hotel. We are using the same Ecolab disinfectant product that is widely used in hospitals. In addition, we have stepped up the schedules of cleaning touch points in both the public areas and guestrooms. In the public areas that means that most touch points are being disinfected many times a day and some as often as every two hours or even more frequently. Our team has been instructed that there is no such thing as too much cleaning. Lastly, our staff will be practicing social distancing as much as possible and appreciates your cooperation in those efforts. If you have any questions about our program, please feel free to contact me.

We look forward to getting past the current crisis and getting back to the effort that we had only just begun in January, of becoming the best hotel and restaurant in central Washington. Whether you visit us now or after things settle down, we want you to know that your health and safety is and always will be our highest priority.

In the meantime, we hope to be able to keep the hotel open and will reopen Basalt when the time is right. Whatever we do, we will be sure to announce it to the press, on our website and Social Media. In the meantime, please stay safe and we look forward to serving you at Hotel Windrow and Basalt in the coming months.

Regards,

A handwritten signature in blue ink, appearing to read "Steve Townsend", is written over a light blue horizontal line.

Steve Townsend
Managing Partner and General Manager