

FARMERS GUEST HOUSE'S RESPONSE TO COVID-19

Like most of the nation, our guests have been greatly impacted by the travel bans, closures and event cancellations necessitated by the Novel Coronavirus (COVID-19). Farmers Guest House has been doing its part to help get over-the-hump of this pandemic so we all can return to normal as quickly as possible. In the meantime, FGH will require cooperation with and adherence to all guest policies and procedures.

COVID-19 POLICIES/PROCEDURES

PLEASE NOTE: All of these policies are subject to change. We will update our policies and procedures as we receive guidance from public health officials. Stay flexible, folks! Things keep changing...

We will be closely following health and safety guidance from the CDC and IDPH. Farmers Guest House has always prided itself on cleanliness and recently we have increased regular deep cleaning and disinfection schedules of all spaces within the building, including railings, door handles, light switches, etc. In addition, we have modified our day-to-day operations to reflect recommended guidance and safety measures in protecting our guests and our staff.

Changes We've Made for Your Safety -

Flexible Cancellation Policy:

Through October 31, 2020, cancellations will be honored with only 48 hours notice prior to check-in. Guests and staff are expected to stay home if they feel sick or are experiencing any symptoms associated with Covid-19. Processing of all payments will be done on the day of check-in.

Social Distancing & Masks:

Staff will be wearing face masks and maintaining social distance and guests are required to do the same in all common areas and in any situation where appropriate distance cannot be maintained. Guests and staff share a responsibility in relation to each other's health and well-being.

Staff will be wearing masks and adhering to social distancing during check-in. Check-in is after 3pm and before 6pm daily. When you arrive, please wait in the lounge area if the innkeepers are busy checking in another guest.

Farmers Guest House has a dedicated guest phone line in order to communicate with guests via text, email or calls during their stay. This allows the innkeepers to provide service from a safe distance.

Breakfast:

In following guidelines from the CDC and IDPH, we have changed our breakfast procedures in order to promote social distancing and noncontact delivery of your meal.

For the time being, our multi-course, homemade, breakfast will be delivered “to-go” style outside your room at a scheduled time between 8:30-9:30am. Scheduling your breakfast meal delivery time, allows us to maintain social distancing among guests and staff.

We will be serving our breakfasts in eco-friendly, sustainable, disposable containers. This additional precaution gives our guests the flexibility to enjoy their meal in the privacy of their rooms, at one of the many tables in our dining room or outdoor rear gardens, or take their breakfast with them on their morning adventures.

Housekeeping:

In order to assure deep cleaning and sanitizing of guests rooms between guests, we will have a one day hiatus between reservations. This one day hiatus assures us the time to deep clean and sanitize between guests.

In addition, we have removed all decorative pillows, throws and comforters. We have replaced our bedspreads with duvet covers with hypoallergenic duvet inserts, which enable us to wash all bedding surfaces as part of our deep cleaning and sanitizing between guests.

If you are staying more than one day, our housekeepers will not be entering your room during your stay. Instead, we will be focusing on deep cleaning and sanitizing rooms between guests. We will be providing fresh towels and supplies daily outside your door as needed.

Other Amenities:

As much as we love our bottomless cookie jar, buffet style serving--which promotes guests touching multiple surfaces--are no longer allowed in our common areas. Freshly baked cookies will be placed in your room upon arrival.

Our usual WineTime gatherings in the parlor are currently suspended, however we will be providing wine and snacks to our guests during check-in.

We have upgraded our rooms with K-Cup coffee makers, mini-fridges, microwaves and bistro tables for breakfast service or dinner take-out.

We have placed additional trash bins throughout our hallways to make for easy disposal of trash throughout your stay.

Hand sanitizer will be available for guests in public areas throughout the inn.

What's going on in Galena?

The best source of information regarding which shops, restaurants, and other businesses are open in Galena is: <https://www.visitgalena.org/coronavirus-updates/> We HIGHLY recommend making reservations as soon as possible for any dining options in Galena, as seating is limited and tables will fill quickly!

From the Visit Galena website, you can explore many of the other amazing things to do in Galena, all while staying safe and enjoying a relaxing getaway!

Farmers Guests House is working diligently to provide our guests with a safe, comfortable environment to enjoy all that Galena has to offer. We will keep our guests informed as we receive any updates or make any changes to our services. Please feel free to reach out with any questions you may have either via email (fgхгалena@gmail.com) or via phone at (815) 777-3456. Farmers Guest House is well prepared to host your next visit to historic Galena.

With warm regards,
Your Innkeepers – Mark, Luke & Elaine