



“HOUSEKEEPING PROCESS UPDATE ~ PLEASE READ”

Dear Grand Guest,

I want to thank you for choosing to stay at the Grand Hotel Golf Resort and Spa. Your patronage to the Grand is very much appreciated, and we certainly strive to provide first class accommodations and service to all of our valued guests. Due to the unforeseen circumstances surrounding COVID-19, our housekeeping team will be suspending daily full stayover and turndown services at this time. **To ensure you have everything you need, we have implemented an “Express Amenity Replenishment.” This service consists of making the beds, trash removal, towel and bath amenity replacement, and coffee station replenishment. Extended stays will continue to receive full service every 4th day. Should you wish to forego any of these services in an additional effort to limit outside traffic in your room, please utilize your room’s “Do Not Disturb” door hanger.** For the safety of our guests and associates, we are strictly following all guidelines provided by the Alabama Department of Public Health and the CDC, as well as limiting contact in enclosed areas whenever possible.

I sincerely apologize for any inconvenience this may cause during your stay, but I do hope everyone is understanding during these times. If you need any additional items during your stay, please dial “0”, and it will be our pleasure to deliver all requested items. Once again, thank you for choosing to stay at the Grand, and we hope your stay is a perfect 10!

As always, thank you for being our guest.

Grand Regards,

Scott A. Tripoli
General Manager