



BLACKBERRY FARM WELLBEING EFFORTS

We are so pleased to welcome you back to Blackberry Farm. We want to assure you that our number one priority is the health and safety of our guests and team. Please review information about some changes you can expect when you arrive and during your stay at the Farm.

General Property Information

- The property has been deep cleaned and sanitized. We are maintaining a schedule of multiple sanitation cleanings daily to ensure safe and comfortable environments for our guests and team.
- Hand sanitizer stations are located throughout the property, and we have added hand sanitizing wipes to each room for guests' personal use.
- Disposable masks are available upon request.
- Transportation around property and to activities will be handled individually to accommodate safe distancing.
- The health of our team members is being carefully monitored. Any team member that has any reason to believe they may have been exposed to COVID -19 or the flu, or are showing symptoms of either, has access to a special paid time off program.

Arrival and Departures

- Arrivals will be spaced out to allow for individualized guest check-in. Check-in will be expedited to accommodate minimal contact, and the Guest Services team may be reached by phone at any time for additional assistance.
- Guests will receive a final bill via email prior to departure, so it will not be necessary to visit the Front Desk to complete your check-out.
- All vehicles will be sanitized prior to returning them from Valet.

Housekeeping

We want to provide you the highest level of service and attention, but we understand if you prefer to limit team members entering your room. To accommodate personal preferences, we are offering options for Housekeeping services:

- **Housekeeping Daily Service:** The classic Blackberry standard, for those guests who prefer daily make up and turndown service.
- **Housekeeping Limited Service:** Our team will access your room once daily to provide make up service and restock your pantry.
- **Housekeeping Daily Drop Service:** We understand some of you may not want to share your space with others once you arrive, so we will stock your room appropriately for the entire stay. Upon arrival, we will discuss options for additional requests and linen exchanges.

Please contact the Concierge team if you have any questions.

All procedures and adapted programming are subject to change based on guidance from the CDC and applicable governmental authorities.



Dining

- To ensure a pleasant and safe dining experience, table spacing has been adjusted to allow for six feet between tables. Guests will be seated at every other booth, or every other table for tables that cannot be moved, to ensure proper spacing. Restaurant team members will be wearing masks for the safety and comfort of guests.
- While we are always diligent in maintaining health and sanitation codes, surfaces will be sanitized with increased regularity.
- Babysitting services used during meal times will include complimentary In-Room Dining for children.
- Wine Tastings, Whiskey Tastings and Cooking Demonstrations are currently limited to six guests until CDC guideline recommendations change.

Wellhouse

- The Wellhouse will operate based on guidelines provided by the CDC, the governor of Tennessee and the local Department of Health agency regulating spas.
- Wellness classes are currently limited to private sessions and will continue to follow CDC guidelines for the number of people gathering in one location.
- Fitness Room hours at the Wellhouse are 7am to 8pm.
- Fitness Room access is first come, first serve, and guests must check in at the Wellhouse front desk.
- Guests are asked to limit their time in the Fitness Room to one hour, and capacity is limited to no more than six people at a time.

Activities

- Our regular outdoor activity opportunities are available individually and for groups up to six people, with the exception of boating, which is currently unavailable.
- Social distancing will be practiced throughout any activity for both team and guest safety where applicable.

Camp Blackberry

- Camp Blackberry classes will be offered as private sessions to promote social distancing.
- Our Dinner and a Movie will be replaced with a private babysitter that will include In-Room Dining for a fee of \$25.00 per hour.

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