

During these trying and uncertain times, The Inn at Stonecliffe is committed to ensuring the safety of our staff, guests and Mackinac Island residents. We are closely monitoring the CDC website and following recommended guidelines to keep everyone safe.

Due to this, we have had to implement a few important changes that we wanted to keep you informed of.

### **Pre-Arrival Check In**

Starting several days prior to your arrival, we will begin calling you. We have a lot of information to share, so making sure your phone number is correct is a great place to start. Assuming we get through to you, upon arrival to Stonecliffe, all we will need to do is hand your room key to you, and your vacation can officially begin!

### **Ferry:**

Both Shepler's and Star Line Ferry lines have implemented a policy that will require you to wear a mask while on board their boats.

**IF YOU'VE BOOKED ONE OF OUR PACKAGES THAT INCLUDES YOUR FERRY TICKETS, YOU'LL NEED TO GO TO STAR LINE FERRY IN EITHER MACKINAW CITY OR ST. IGNACE AND NOT SHEPLERS.**

### **Mackinac Island Taxi and Shuttle Service:**

Mackinac Island Carriage Tours has had to make some pretty drastic changes to how they operate their business this season. Carriage space is limited, with each seat being reserved for a family unit. Because of this, wait times for taxis will be longer, so please be patient.

For taxi/shuttle service from downtown:

We recommend that you call ahead to reserve your taxi before you even arrive to the island.

Mackinac Island Carriage Tours taxi phone number is 906-847-3323.

Hotel Shuttle: Mackinac Island Carriage Tours has a shuttle that will run from downtown to the hotel on the even hours of 10am, noon, 2pm, 4pm and 6pm. This shuttle runs on a first come, first serve basis. If you need to come up before or after those hours, you will need to call a taxi.

From the hotel to downtown, the shuttle runs at 9am, 11am, 1pm, 3pm, 5pm. There is a sign up process for this shuttle, and you will need to contact the front desk. If you need to go downtown outside of these hours, you will need to call a taxi.

### **Luggage:**

#### **ARRIVAL**

When you are still on the mainland, have a boat dock employee tag your luggage with a Stonecliffe tag. It will be routed up to the hotel on the next available shuttle, and you can arrive to the hotel at your leisure. Your luggage will be waiting for you up here. Simply turn your tags into the front desk and a porter will bring your bags to your room.

## **DEPARTURE**

On check out day, we can transport your bags to the boat dock of choice. Simply bring the bags to the front of the mansion and let the porter know which boat dock and which city you are going to, and we will tag them and send them over.

*\*Just like an airline, we recommend that you do not check any valuable or medicine in your luggage, and note that The Inn at Stonecliffe is not responsible for lost or damaged luggage.*

## **Cleanliness/Sanitation**

The Inn at Stonecliffe takes room cleanliness and sanitation very seriously, and have implemented a process to ensure your guest room and all common areas are treated with guidelines that meet and exceed CDC guidelines.

## **Social Distancing**

Our staff has been trained to social distance – while we will always be available to you to help you with your needs, we will be doing so from 6 feet away. Please respect our guidelines and maintain 6 feet from staff and others while on the island.

Per executive order, a mask must be worn while in indoor public spaces at all times and outdoors in busy areas - unless you are medically unable to do so. If this is the case, please practice Social Distancing.

## **Pool**

Our pool will be open for business as soon as possible, however capacity is limited and social distancing is required. We can only allow 17 people into the pool area at one time.

## **Breakfast**

We understand that our guests have come to appreciate and love our complimentary breakfast buffet, but per executive order, buffets are not allowed. We will, instead, be providing our guests with the basics – eggs, breakfast meats, muffins/breads, fruit, granola bars, yogurt, juice and coffee– but a Stonecliffe employee will be dishing the items up for you. (There is also coffee in each guest room).

Once you pick up your breakfast, you are free to enjoy it from your room, or in any of our public spaces.

Breakfast hours will be from 8am to 10am.

## **Restaurant**

The beloved Cudahy Chophouse will be on hiatus this season. Instead, we introduce you to the new “Mackinac Island Food Truck & Beer Garden.” It is not really a food truck, but we have borrowed the concept. Our menu is full of made-from-scratch recipes with items you are sure to love, and more than half of our menu items happen to be gluten free. We also have a growing list of Michigan Craft Beers for you to enjoy in our spacious outdoor Beer Garden. We have expanded and improved our outdoor spaces with picnic tables and outdoor seating areas. After all, Stonecliffe is blessed with so much beautiful space, and you will not find it hard to social distance out there!

Room Service is available, and all items will be packaged To Go.

Mackinac Island is full of restaurants for every appetite. If you are looking for a fine dining experience, we are right next door to The Woods restaurant, and are happy to assist with making a reservation.

### **Kipsu Texting Program**

We will be using a new program this year. We will send you a text message from our front desk, and throughout your stay, if you need anything at all, we are just a text away! No need to come to the front desk or to use your guest room phone – just text, and we will handle the rest!

### **Housekeeping**

When you check in, your room will be waiting for you – cleaned and sanitized. However, we will not be cleaning your room during your stay. Please use the Kipsu texting program to let us know of any needs you may have, or stop at the desk.

### **Maintenance**

If there is a maintenance issue inside your room during your stay, we will address it, but ask that vacate your room while the issue is being corrected so that our maintenance team can socially distance.

### **Mackinac Island**

The City of Mackinac Island and state of Michigan requires all visitors wear face masks and social distance by six feet. Please be sure to wash your hands often and use hand sanitizer when possible.