

# Visiting Boyd's! Check-in to check-out and everything in between

## *Things to know*

**If you or anyone in your group is experiencing symptoms of COVID 19 do not travel! Please stay at home and do not come to Boyd's**

- Common symptoms include
  - Cough, shortness of breath, fever, chills, muscle pain, headache, sore throat, loss of taste, and loss of smell
- Your reservations will be honored for 2021, but please call to confirm.
- No form of payment will be required or requested for the cancellation

**Please make sure you and your group practice social distancing from other groups and employees by staying 6 ft apart at all times and wearing a mask if required to be within 6 ft for any reason.**

**If at any point during your stay you begin to feel any common symptoms of COVID 19 you can either:**

- Option 1: Go directly home and contact your healthcare provider for instructions on how to proceed. Please do not go to the office. Call us on your way home to inform us of the details and we will be happy to mail you an invoice for the time you have stayed. We will not charge you for any days after the early departure
- Option 2: drive to where you can get cellular service and call Marshfield Clinic at 1-877-998-0880 to arrange for a COVID-19 test. (they have a Park Falls location). Also please call the office to inform us as well. quarantine yourself to a single room in your cabin to protect those you are traveling with. If the test is negative, you may continue your stay. If it is positive, we ask that you return home immediately. Do not check out in the office. Just call us on your way home to keep us apprised of the situation.

**Please bring your own pillow.** We will not provide them in the cabins because there is no good way to disinfect them between uses.

**Please purchase all fishing licenses online** at <https://gowild.wi.gov> prior to arriving, they will not be available in the office this year.

The lodge, lobby, playground, and wigwam will be closed as per CDC recommendations to close common use areas.

- The beach will be open. However, all groups must maintain social distancing from other groups and there will be no beach furniture or toys provided. Any toys or furniture left at the beach will be disposed of.

**Bring disinfectant wipes and sprays** for common areas and cloth masks for yourself and group members.

- We will be disinfecting as much and as often as we can. If you are using equipment such as boats on Little Bass, Dog, and Dave Lakes, we ask that you wipe down any commonly used surfaces before and after use to protect yourself and as a courtesy to anyone after you.

Please try to arrive at Boyd's with as many of the items you require as possible: groceries, tackle, etc., to avoid excess trips to town and help keep yourself and the surrounding community safe.

Bait, beer, and ice can still be charged in the office but will be delivered out of the back door of the office. Please allow employee to put down your items and return inside before approaching.

- Leeches and worms will come in small plastic containers and minnows will come in plastic bags.

- Smaller items will still be available for purchase and will be handed through a slot in the plastic barrier in the office. *Be sure to check our 2020 apparel and our 125th anniversary pint glasses!*

The Fish freezer and wrapping table are now located the fish cleaning house. Please once again try to wipe down commonly used surfaces before and after use.

We will only be doing full day equipment rentals this year to allow time for disinfection between uses.

We will be removing all non-essential items from the cabins to reduce commonly used surfaces. This includes but is not limited to: puzzles, games, magazines, books, etc.

All wood boxes will be stocked and garbage picked up daily. Wood boxes and main garbage cans will all be moved outside or onto your porch. We will not enter your cabin during this procedure so if you have garbage inside you want picked up please put it in the main garbage can outside. Also, our staff will not go in your porch area if it is occupied.

1. Arrive at Boyd's on your scheduled arrival day after 4:00 PM and go directly to the office. **DO NOT GO TO YOUR CABIN PRIOR TO CHECKING IN!!!**
  1. If there are no other guests in the office please have one person from your party come in to check-in.
    1. Number in party, dinner order for that night and the following day's breakfast order will be needed at this time and **must be turned in to the office no later than 5:30PM**. You will also receive your menus for the week, cook out menus for any day you have a picnic spot reserved, and sandwich menus for any full day fishing trips with a guide. Please let us know about any food allergies at this time as well.
      1. Daily menus should be put in the previous nights dinner box when put out in the morning
      2. Cookout menus and sandwich menus for guided trips must be turned in to the office no later than 12:00PM the day before your cookout or guided fishing trip.
  2. If there is anyone in the office or waiting, please wait in your vehicle until the office is empty before entering.
  3. Please, no more than 1 guest in the office at a time.
  4. If there is a line and you would prefer to check-in later, please see the white board on the office porch. If your cabin is listed as ready, you may go to your cabin and check-in later. Please remember we need you checked in and your dinner menu no later than **5:30PM**
2. After check-in, as long as your cabin is available, you may go to your cabin
3. If you need to use the restroom when you arrive, please ask in the office for a key.
4. We will begin delivering dinner to the cabins at 6:00 PM.
  1. Please allow our staff to drop off your dinner box prior to approaching. They will honk their horn after they are finished and it is ok to come out and get your dinner.
  2. We will be stocking the cabins with dishes and silverware that sadly we will not be able to wash for you between meals, as it must stay in the cabin.
5. First morning at Boyd's! Green grass, birds chirping, fresh air, beautiful lakes, and the smell of wood fires in the air.
  1. Please put meal containers back in the delivery box along with your completed menu and put them in front of the cabin. Do not leave out over night to prevent wildlife from getting into

- it. We will begin making breakfast deliveries at 7:15AM and will come back around to pick up dinner boxes at 8:00AM
2. Please put any soiled towels or linens in a tied garbage bag outside your door for pick-up each morning, place below the appropriate signs. You will receive an “items needed” checklist to be filled out and put in the clip next to your cabin’s front door. **Please have your dirty linens and your order form out by 9:AM.**
  3. After enjoying your breakfast, once again, please put delivery containers in front of your cabin.
  4. We will begin collecting breakfast totes at 11:00AM and begin lunch delivery at 12:00PM
  5. Please put lunch boxes out by 5:00PM. We will begin delivering dinner at 6:00PM
  6. This routine will continue until your checkout day. If you have any questions or needs please feel free to ask. If you must approach any employees, please stay 6ft apart for social distancing.
  7. Prior to leaving for home we ask that you strip all of your bedding and towels and put them in tied plastic bags.
  8. Check-out
    1. Due to the Wisconsin Badger Bounce Back Plan we are required to allow at least 24 hours between guests occupying the same room. This allows time to clean and disinfect between groups. Because of this, we must ask all of our guests to depart 1 day earlier than stated on your reservation. We ask that all guests be out of their cabin by 9:00 AM on their check-out day. Checking out in the office the night before departure is appreciated to reduce waiting.
      1. This means if you were scheduled to leave on Saturday, we are now asking you to leave on Friday by 9:00 AM.
      2. During check-out we once again ask only 1 person per party in the office.
      3. At check-out please bring checks only. **NO CASH.** We realize we are asking a great deal from everyone to help keep Boyd’s a safe escape this year. Although there are many changes, we are putting in more hours cleaning, disinfecting, and making sure all of your meals are perfect, than ever before. Due to these increased expenses, we unfortunately have to reinstate the usual 14% service charge this year. We apologize for the extra cost but it just isn’t financially sound for us to continue the season without this charge.

First and foremost I would like to apologize for the inconvenience any of these changes may cause. I can’t tell you how strange it is to plan on seeing lifetime friends from a distance, or through plastic barriers and face masks. As I’ve stated before these are unprecedented times, and although opening the resort this year is a giant undertaking, we are trying to mitigate risk in every possible way to keep you, your families, and all of us safe during this time while still providing as many luxuries and conveniences as we possibly can. I can’t say in words how grateful I am for the commitment and love all of you have for this wonderful place. Although things will be different, I know everyone will be happy to get away from what has become a chaotic time and enjoy their time at Boyd’s. Thank you for your understanding and patience as we re-open with many new operations. We know this is going to be a learning process and will try to perfect it quickly. I hope you and your family all stay safe and I know together, we can keep Boyd’s a happy, fun, safe, and healthy environment for everyone to enjoy!

Sincerely,  
Tyler, Laura, Dick, Chris, and all of your Boyd’s Family