

Jolli-Lodge COVID-19 response

As our state, nation, and the world continue to adapt to the changing realities resulting from the COVID-19 pandemic, it is our goal to regularly and consistently share changes that may affect your current or future plans to visit us at The Jolli-Lodge.

We are happy to answer any questions not addressed below. Please call or email us anytime with your concerns.

Cancellation Policy

In the event that we are ordered to be closed for any of the dates of a reservation, we will offer our guests a choice. All payments will either be refunded (less a 10% fee if the payments were made with a credit card) or we will issue a voucher for 100% of the amount paid which can be used toward a future stay with us.

Additional Safety Measures

We are 100% committed to the safety and well-being of our staff, guests, and community. Our updated policies have been informed by the CDC, the WHO, the office of the MDHHS, and our hospitality industry peers.

Sanitization and environmental:

1. Additional surface and environmental sanitizing measures within cottages, condos, guestrooms, public spaces, and recreation areas with emphasis on common touchpoint surfaces and gathering areas.
2. Hand sanitizer stations positioned throughout common gathering areas
3. Modified stayover service of guestrooms in order to maximize social distancing and minimize the need for team members entering your guest room.

Crew member PPE, Hygiene, and screening

1. Additional PPE in use by team members, front and back-of-house, along with additional training on proper use of newly added PPE and retraining on use of prior existing PPE.
2. Continual supervisory monitoring of team members regarding health code compliance, use of PPE and hygienic practices (proper handwashing, facial contact and more).

3. Supervisor screening process of team members upon start of work shifts regarding hygiene, use of PPE and potential health concerns.

Check-in/check-out procedure

Check-in:

Please mask-up and come into the main lodge to check in at the front desk when you arrive. Check-in times are between 3PM and 10PM. If you will be arriving after 10PM, please let us know ahead of time and we will set up a self check-in. If for any reason you prefer a curbside check-in, just give us a call when you get here and a crew member will come out to meet you at your car. Our phone number is 231-256-9291.