



### A Message from The Waters Hotel.

We feel it is important to reach out to our valued customers at The Waters, and let you know what our plan is in response to the Coronavirus (COVID-19). The health and safety of our guests and employees is our highest priority. While we hold our standards high when it comes to cleaning and maintaining our building and rooms, we are aware of the concerns that our customers may have.

We are following the best practices from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), as well the Hospitality Specialist in cleaning, EcoLabs. We will continue to monitor all three on a daily basis, keeping our employees informed and supplying them with the tools they need to keep themselves and our customers safe. This includes requiring all restaurant Servers to sanitize their hands between each table they wait on, and continuing to use the best-recommended cleaning products throughout both the hotel and restaurant.

We are committed to offering you flexible scheduling options during this time. All existing reservations between today and April 30, 2020, as well as any new reservations with arrival between today and April 30, 2020 can be canceled up to 24 hours before your scheduled arrival with no charge. Please contact us at (501) 321-0001, so we can come up with a solution that best fits your needs. Again, nothing is more important than your health and safety, and we want you to feel confident when staying at The Waters.

We are prepared to navigate this and are committed to continuously monitoring the situation and keeping you updated. We are grateful for The Waters community and we look forward to welcoming you in the future.

To stay updated on COVID-19, please refer to the [CDC website](#).

