
Memorandum

DATE: April 26, 2021

TO: Three Pillars Residents and Families

FROM: Kelsey Pangborn, Director of Customer Experience – x7333

RE: Guest Lodging Options Now Open – Guest Room (VOS visitors only) and Guest House (Woods)

Hello,

I'm happy to let you know that as of May 1, 2021, we are able to resume accepting reservations for our guest lodging accommodations. With vigorous cleaning procedures and strong guidelines in place for all campus visitors, we are confident we can safely accommodate overnight guests in these spaces.

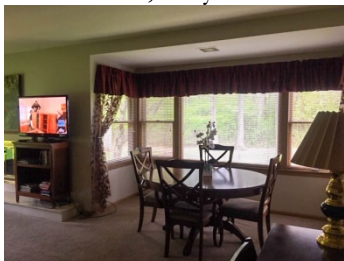
Please remember that any guest entering any resident buildings must follow visitor guidelines as outlined on our website (threepillars.org/COVID-19.htm), which includes daily screening in our front entrance vestibules and wearing surgical masks and face shields.

GUEST LODGING OPTIONS AVAILABLE:

- Guest Room – Similar to a hotel room with a queen bed & pullout twin - \$50 per night. This lodging option is available to those visiting a VOS resident.



- Guest House – four-bedroom home in our woods just off Sunset Drive/Highway 18. Features a large kitchen, living room, dining area, and one full bath, with an additional half bath in one bedroom. The whole house is \$130 per night, or you may reserve any combination of the bedrooms a la carte at \$50 per night, which includes access to the common areas. Please note that, while we are still taking precautions to prevent COVID-19, only those from the same family may reserve bedrooms in the house on the same dates.



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SENIOR LIVING COMMUNITIES

- Bedroom #1 – slightly larger room with king bed - \$50 per night
- Bedroom #2 – queen bed - \$50 per night
- Bedroom #3 – queen bed - \$50 per night
- Bedroom #4 – slightly smaller room with queen bed, private entrance, and private half bath - \$50 per night
- RV Hook Up near VOS parking lot - \$21.00 per night – two available

Alternatively, in the event that our guest lodging options are booked, we maintain discounted “Friends of Three Pillars” rates at the Staybridge Suites in Oconomowoc and La Quinta in Delafield. Just mention it to the hotel when you call to book.

HOW TO MAKE A GUEST LODGING RESERVATION ON CAMPUS:

- Call or email our VOS or CP Concierge:
ConciergeGroup@threepillars.org VOS: x7390 CP: x7180
- VOS RESIDENTS ONLY: Submit a request through the “Services” menu in MyThreePillars
- Lodging may be paid by credit card, cash, check, or resident bill.
- A credit card is required to hold all reservations EXCEPT if being paid for by resident bill. If extensive cleaning is needed or guidelines are not followed during the guest lodging stay, Three Pillars may charge a fee to the credit card on file or the resident bill, as indicated in our reservation documents.
- Holidays: to be considered for a guest lodging stay over Thanksgiving, Christmas, or New Years, contact the Concierge to have your name added to a drawing that takes place September 1st annually – **we will draw names on September 1, 2021 for this year’s holidays.**
- Check-in and Check-out: Check-in time for all accommodations is 3 PM – if guests arrive after 4:30 PM, arrangements need to be made for after-hours staff to issue your key. **NEW this year, check-out time is 11 AM** to allow us ample time to clean and prepare the rooms for future guests.

If you have any questions, don’t hesitate to contact me or the Concierge. We look forward to welcoming loved ones and guests back onto campus for overnight stays!

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