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www.VisitErie.com

Erie Eclipse 2024 Preparedness Checklist – LODGING

This checklist is designed to assist Erie County lodging establishments in providing a safe and enjoyable environment for their guests. We know you are the experts in your field, so this checklist serves as a gentle reminder rather than a list of mandatory actions. Should you have any questions or would like further assistance, contact Christine Temple, VisitErie Director of Communications, cvb1@visiterie.com. *It's not a matter of "IF" people show up, but how many.*

Safety, Logistics, Operations

- Confirm all reservations and make sure your property is not overbooked.
- Streamline your check-in and check-out process to efficiently handle the expected influx of guests.
- Display signage with [eclipse safety guidelines](#) within your establishment.
- Eclipse Glasses: VisitErie will provide every Erie County lodging property with two complimentary pairs of glasses per room, plus 20 additional pairs for employees. Distribution will take place in the 1st quarter of 2024.
- Consider increasing staffing levels to handle the larger number of customers.
- Arrange for additional parking spaces if needed, and clearly communicate parking instructions to guests.
- Ensure that first aid kits are stocked and readily available.
- Stock up on essential supplies, including food, toiletries, and linens, to accommodate the surge in occupancy.
- Check fire extinguishers, smoke detectors, and fire alarms.
- Enhance security measures including additional staff, surveillance, and monitoring of guest areas.
- Have a list of local medical facilities, hospitals, and clinics available for guests.

Hospitality and Guest Services

- Will you offer entertainment before during and after the eclipse, such as a live band, or musician?
- If your property has dining facilities, will there be any special eclipse menu or drink items?
- Consider handing out eclipse welcome kits for guests, complete with eclipse glasses and other goodies.
- Are you offering any promotions, packages, or special services?
- If you plan to sell merchandise, be sure to include the date and place. People want to remember where they were for the eclipse. Also consider ordering double the original amount of inventory. The majority of visitors will buy merch after the event.
- If you are planning to set up an outdoor viewing area, consider setting up the day before.
- If your establishment has automatic lights – consider setting them so that they *don't* turn on automatically when the eclipse occurs. Let the sky be as dark as possible.



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Guest Communications

- VisitErie will provide every lodging property with an eclipse FAQ document that has eclipse timing, safety precautions, and a list of public viewing locations.
- Use VisitErie's Erie Visitor Guide, 'Hello Erie' mobile app, and frontline toolkit as resources for guests looking to explore the area before and after the eclipse.
- Will you offer transportation options or a shuttle for guests looking to travel to eclipse viewing locations?

General Communications

- Be responsive to customer inquiries and feedback so they will want to return.
- Do you have a clear plan in place to address any potential crisis/emergencies as well as a list of emergency contacts, medical supplies, and communication devices readily available? Contact [VisitErie](http://VisitErie.com) if you would like to use a copy of our Crisis Communications Plan as a reference.
- Include VisitErie's official eclipse URL as a resource; www.ErieEclipse2024.com. This website contains the latest up-to-date information about anything Erie Eclipse-related.
- Remember, if you are planning something special, [let us know!](#)