

Island Retreat COVID-19 Reopening Protocol and Procedures

The Island Retreat Condominiums is first and foremost committed to ensure the health and wellbeing of all our owners, staff and registered guests. We remain diligent in monitoring the Novel Coronavirus (COVID-19) case and following guidelines from the Center for Disease Control and Prevention (CDC) as well as the World Health Organization and local, regional, and state authorities.

Housekeeping:

- All housekeeping personnel will have temperature checked prior to starting shift.
- All housekeeping personnel will wear masks and gloves and follow written policy for routine hand washing and sanitization.
- Cleaning chemicals: Island Retreat Condominiums consistently uses cleaning products and protocols which are effective against viruses.
 - Auto-Chlor has provided a protocol for what chemicals to be used where and how, the protocol is posted, and all employees will have signed off on understanding of protocol.
 - Housekeeping contractor is using Lysol Disinfectant Spray/Auto-Chlor RS200 to sanitize fabric furniture between guests.
 - Housekeeping contractor is using Lysol Disinfectant Spray/Auto-Chlor RS200 to sanitize bed pillows between guests.
 - Laundry: Island Retreat Condominium's linen is processed on premise which allows us to closely monitor and control the effectiveness of our linen cleaning protocol. Our laundering products and cleaning processes are designed to address a broad spectrum of viruses, including COVID-19.
- Additional linens and guest supplies will be provided upon request only.
 - Guests will be informed these must be requested by phone to the desk between 9AM and 11AM Monday-Saturday.
 - These items will be bagged and dropped off at the unit entry door for contactless delivery by 3PM.
- Housekeeping contractor will not enter any occupied unit to perform cleaning services.
- Decorative pillows and bed skirts have been removed from units.

Maintenance

- All maintenance personnel will have temperature checked prior to starting shift.
- All maintenance personnel will wear masks and gloves and follow written policy for routine hand washing and sanitization.
- Main concentration will be on the maintenance and upkeep of common elements of the building.

- Only Emergency work orders will be performed within occupied condo units.
- The maintenance supervisor and office staff will have sole discretion of what work orders will be classified as emergency work orders.
 - Non-emergency work orders will be performed between rentals following the sanitation of the unit.
- Depending on the work order, occupants may be required to vacate the unit while the work is being performed.
- Breaks, including lunch breaks will be staggered to avoid concentrations of staff in any one area.

Front Desk

- All desk clerks and office personnel will have temperature checked prior to starting shift.
- All front desk and office personnel will wear masks and gloves and follow written policy for routine hand washing and sanitization.
- Desk Operation / Interaction with owner and guest will occur through front facing office window.
- Registration will be performed digitally through e-signature and prepayments will be required upon check in.
- Upon confirmation that all digital documents received and payment is received; unit access code will be provided without physical contact digitally.
- Parking passes per digital registration will be placed in the unit
- Reservation questions and work order requests will be handled over the phone and not in person. If face to face is required for any specific topic, the option for a zoom meeting will be offered to the guest or owner.
- Breaks, including lunch breaks will be staggered to avoid concentrations of staff in any one area.

Common Area Protocol Adjustments:

- Swimming Pool – **Swimming pool will remain closed in accordance with GA-18 until further orders issued by the Governor allow public access.**
- UPON OPENING OF THE POOL
 - Pool furniture and tables will be sanitized daily by staff wearing gloves and masks. Furniture will be arranged to comply with social distancing.
 - No more than 4 people from one registered unit will be permitted at one table.
 - Sanitizing wipes will be provided for guests to sanitize the furniture before and after use.
 - The number of occupants allowed in the pool area will be capped at 30.

- Social distancing policies and protocols will be posted on all pool entrances.
- Game Equipment – Game equipment will currently not be available for distribution. (Tennis rackets, shuffleboard equipment).
- Common area bathrooms will be sanitized multiple times throughout the day.
- The meeting room will be closed for group use until further notice.

Business Adjustments:

- All In room information books will be removed. A digital mobile app is available to provide the same information to guests and owners.
- Owner guest books / Review books will be removed from units.
- All Reservation Payments will be required in advance of arrival by credit card.

Cancellation Policy Adjustments:

- Guests traveling with new or existing direct bookings for stays at Island Retreat through June 30, 2020 will have their cancellation or change penalties waived if the request is received at least 24 hours prior to arrival.
- Guests who are prohibited from traveling to Island Retreat under applicable law will have their cancellation or change penalties waived.

Employee Health and Safety Knowledge

- Hand Hygiene: Our employees have been trained on proper and frequent handwashing in order to prevent the spread of viruses.
- Training: In addition to our Housekeeping training, all of our employees are required to complete COVID-19 awareness training. (Attach Document)
- Health Checks: Employee, vendor and contractor temperature screening is being conducted prior to any staff, support staff or third party work-related entity being allowed to enter Island Retreat Condominiums property public spaces. Additionally, all Island Retreat staff has been instructed not to report to work if he or she feels ill, has a temperature or is caring for someone who is or may be COVID-19 positive.
- We are advocating a property wide limited personal contact directive for our colleagues (ex. Handshakes, close contact, etc....) that would typically be associated with customary greetings.