

—Royal Care Initiative—

Greatest possible emphasis on guest and employee safety as well as sense of well being

Covid-19 Protocols for a Safe Summer

Front Desk

Arrival

- Reservation email reminders will be automatically sent out 7 days prior to arrival encouraging all guests to PreCheck-in by paying in advance to discourage the onsite transaction of currency
- All pre-registered guests will be able to drive into their parking spot and call the office – we will bring registration card and keys out to them
- Only one (small) party will be able to enter the office at a time to check-in
- Reservation reminders will be sent out 7 days prior to arrival encouraging all guests to PreCheck-in by paying in advance to discourage the onsite transaction of currency
- Email receipts only

Departure

- Due to cleaning measures guests must vacate their rooms by 10:30 – no exceptions
- Guests have option to call the lobby to let us know they have left the keys in room and they are departing
- All remaining extra charges on file will be processed immediately upon check-out
- Front desk Keys will be sanitized when guest checks out
- Next day parking will be extremely limited

Lobby

- Clear signage will be posted regarding distancing protocols
- There will be designated entrance and exit doors and should not be used as a pass through
- Physical barriers will separate guests and employees in lobby
- The lobby will be cleaned and sanitized on a set schedule and after high traffic
- The lobby may have to close for short periods at a time to make sure all areas are disinfected
- Dining guides will not be available in lobby – restaurant menus will be posted for public guest viewing

Guest Protocols and Expectations

- New check-in time of 3pm – if room is ready earlier than 3pm you may enter
- Normal cancellation policy of 10 days' notice prior to arrival is still in effect.
- Everyone who enters our facility does so in good health
- All guests must wear masks in areas where 6 feet distance cannot be maintained
- Guests may use dining room bathrooms upon check-in, but are then required to only use bathrooms in their personal guest rooms
- Guests must always respect all other guests. If something is making you uncomfortable, please alert the front desk.
- Children should always be within proximity of their families

Guest Rooms

- Occupied rooms will not be serviced
- Housekeepers will take dirty towels and replace them with clean ones as needed
- Housekeepers will replace toiletries as needed
- Only EPA approved disinfectants will be used when cleaning rooms
- Rooms will be fully aired out, cleaned, sanitized, and disinfected before each check-in.

Activities

- The pool will be open and limited to 10 people at a time
- Guests will be asked to limit their pool use to 20 minutes at a time if others are waiting
- Shuffleboard and tennis rackets will be sanitized after each use
- Per the State of Maine – Basketball is not able to be played

Breakfast and the Snack Shack

- Per state ordinance buffets and self-service areas with multi-use items are prohibited
- We will be offering a “grab and go” breakfast bag available for pickup between 7:30am-9:30am at our snack shack
- Our Pepsi dispenser machine will not be available this season – please plan accordingly

Employees

- All employees will be required to wear a face covering
- Employees will have access to proper PPE material.
- Employees will wear gloves – are not a replacement for good hygiene
- Checklists for cleaning and sanitization will be provided to all staff
- We will increase the use of electronic workplace communication to limit frequent face-to-face contact.
- Employees are subject to temperature checks prior to their shift
- Employees will report any suspicion of a co-worker or a guest being sick
- Interaction between delivery drivers and employees will be extremely limited
- There will be constant education provided and training pertaining to covid-19 such as risk management and prevention

Water's Edge Tiki Bar

- Opening July 1st
- Will be limited to the State's public gathering requirement
- More info will be available when the State of Maine releases their “bar guidelines for re-opening”

All policies and protocols are subject to change due to the fluidity of the covid-19 situation

