



We value your trust and your loyalty in choosing us as your “home away from home”. As it has always been, the safety and security of our guests and associates remains our highest priority. We are doing everything we can to provide a completely safe environment while delivering excellent hospitality as the uncertainty around novel coronavirus (COVID-19) continues to evolve.

Given these unique circumstances, we are making routine adjustments on a daily/weekly basis as to how we deliver our resort offerings and services to you in a safe and effective manner. Please be aware of our guidance as of today.

Social Distancing & Mask Wearing in Effect: Two of the most effective prevention measures that we can practice to ensure your (and our) safety is Social Distancing & Mask Wearing. Our associates will be wearing masks while serving our guests. Guests and associates are advised to practice social distancing by standing at least six feet away from other groups of people not traveling with you while standing in lines or moving around the property, to limit elevator use to 2 people at a time, and to wear a protective facial covering in the lobby and public areas such as corridors, elevators, stairways, etc. We have rearranged seating groups and placed Social Distancing floor decals throughout the resort to assist with appropriate distancing requirements. We also encourage you to wash your hands often for at least 20 seconds and to sanitize several times per day using the dispensers that have been placed around the property.

Resort Offerings & Services

Housekeeping:

Rest assured, your guestroom has been thoroughly cleaned and sanitized prior to your arrival using CDC approved sanitizers effective against the Covid-19 Novel Coronavirus. To provide the safest environment for our guests and associates, we will not enter guest rooms to provide routine housekeeping services unless your stay is longer than 3 nights. For stays over 3 nights, please advise at what time our housekeeping team may stop by your room **every third day** to service your room using our TrustClean cleaning & sanitization protocol. Reusable items such as pens and notepads have been removed from the room and are available upon request at the Front Desk.

Parking:

Our parking lot is self-parking for registered guests only. You will receive a parking pass at check-in that should be displayed on your dashboard at all times.

**Fitness Center:**

Our Fitness Center is by appointment only, so stop by the Front Desk to reserve your time and to gain access. For your safety, we will limit the occupancy to no more than 2 people at a time to ensure you are maintaining a 6-foot distance between you and other guests. Our associates will monitor and sanitize all "high touch" items at an interval of once per hour based on usage.

Pool & Pool Deck:

Our Pool is open to **registered guests only** wearing color-coded wristbands provided at check-in. For your continued safety, we ask you to practice Social Distancing when enjoying the pool and pool deck. Please limit the occupancy to no more than 40 people at our main pool and 14 people at our Bungalow pool to maintain a 6-foot distance between guests. Our associates will monitor and sanitize all "high touch" items at an interval of once per hour.

Contactless Check-out:

For the safety of our guests and associates, we are pleased to offer contactless check-out. Be sure to provide a valid email at check-in and simply call the Front Desk as you depart your room. You can leave your keys in the room and we'll email your final folio after charging your balance to the credit or debit card on file.

Bean & Barnacle Coffee & Gelato Shop:

While our coffee and gelato shop in the lobby is currently closed, we do expect it to be open starting on July 1st.

Backflip Beach Bar & Kitchen:

Like our coffee shop, our beach bar is also currently closed and will reopen July 1st.

Plunge TrustClean Sanitization Protocols:

All resort public areas and guestrooms are cleaned and sanitized using our TrustClean protocol and EPA approved sanitizers. Additionally, "high touch" areas like door handles and elevator buttons are sanitized at regular intervals at least once per hour. Reusable items such as room keys, pens and keypads at the Front Desk are sanitized after each use.

Rest assured, you have our personal commitment to provide the highest standards of cleanliness and sanitation. In response to Covid-19, we have taken stringent measures developed in consultation with global and local public health authorities including the [Centers for Disease Control & Prevention](#) (CDC), [World Health Organization](#) (WHO) to ensure our resort is clean and safe and these safety measures will occur before, during and after your stay. We will remain vigilant in upholding these practices and this is a commitment as we earn your continued trust.

Once again, we thank you for Taking the Plunge and the trust you place in us and we look forward to welcoming you back time and time again.