



## **RESORT SAFETY & CLEANING PROCEDURES AS OF 06/18/21**

As we go forward with changes in accordance with state and CDC guidelines, our company will continue to evaluate best practices as needed.

- Public spaces will be cleaned every two hours, or more depending on volume of guest, staff and delivery traffic
- Frequent cleaning of high touch points, including all entry doors and handles, front desk counter/surfaces, pens, key cards, elevator doors and buttons (inside and out), public computers, public bathroom door handles, toilets and toilet seats, water faucet handles, light switches, hand blowers, and flooring
- We will frequently empty trash and disinfect in all public spaces as needed
- For your safety and the safety of others, we are following local, state and federal guidelines regarding mask wearing. Currently, if you are fully vaccinated for a period of two weeks, guidelines are that individuals do not have to wear a mask (indoors or outdoors) nor social distance. This includes the beach. If one is not fully vaccinated, one must wear a mask and maintain three feet of social distance.

## **CHECK-IN INFORMATION**

- Front desk clerks will wear masks if unvaccinated, and practice frequent hand washing
- Plexiglass partition is installed at the front desk in front of each station
- We will have a container for guests to place used pens for sanitizing
- We will continuously clean all front desk surfaces between guests

## **ACCOMMODATIONS: SAFETY & CLEANING PROCEDURES**

The following safety and cleaning measures are being taken for the accommodations in our guest rooms:

- All cleaning equipment will be cleaned and disinfected daily
- Housekeepers will wear gloves and facial masks at all times while cleaning and will discard gloves upon completion of cleaning each unit
- All high-touch points will be cleaned thoroughly between guest stays, including door handles, locks/latches, light switches, all desks and counters, coffee maker, telephone, TV remote, clock radios, drapery pulls, lamps, bathroom handles, toilets and toilet seats, waste cans, and all floors
- Strict laundry protocols will be followed when our staff is handling linens and towels including measures to prevent cross-contamination between clean and dirty linens during the collection and cleaning process
- Sofa bed linens (for applicable room types) will be bagged and sealed before they are put into a room

## HOUSEKEEPING SERVICES

To minimize contact for the safety of our guests and staff, daily housekeeping service will be offered in a modified format:

- All rooms will be made up with fresh, clean linens and towels prior to every guest check in. Exchange of towels, bed linens and other amenities will be provided each morning, unless the guest requests a modified morning refresh. For a modified morning refresh, spare plastic bags will be placed in your room prior to arrival to trade dirty linens in to get clean linens and also trash if required. Place bags outside your room each morning and a housekeeper will remove and replace with fresh bag of clean linens. Please call our front desk to request housekeeping service.
- Turndown service on our concierge level will be provided unless guest requests to decline service.

## PROPERTY AMENITIES

Many of our property amenities are open as possible under state guidelines in keeping the safety of our guests and staff in mind.

**The following amenities are currently available. Please respect appropriate social distancing guidelines and follow current CDC mask guidelines for fully vaccinated vs. unvaccinated individuals.**

- Fitness Center – Open 24 hours
- Business Center - Open 24 hours
- Spa Pool – Open 24 hours

**The following safety procedures for our spa pool will be in place:**

- Hand sanitizers are mounted in our pool area
- All high-touch points will be cleaned every 2 hours
- Chairs will be sanitized regularly

**The following amenities are currently available for guest-use with safe social distancing measures:**

- Guest Laundry Facilities
- Beach Access
- Vending Machines
- Ice Machines
- Outdoor Changing Rooms

\*Affected amenities are subject to change without notice. We appreciate your understanding.

## RESORT DINING

**The following food and beverage outlets will be open for dine-in or take-out (limited take-out menu):**

- Our Victoria's Restaurant will have modified breakfast, lunch and dinner menus for dining-in services. This will include our outside seating. **Advance reservations for dining are strongly encouraged.**
- Room Service is available from our Victoria's Restaurant
- A take-out menu is available upon request
- Online ordering for take-out is available on our hotel website, [www.boardwalkplaza.com/dining](http://www.boardwalkplaza.com/dining) (or [victoriasrestaurant.com](http://victoriasrestaurant.com))

**The following precautions will be taken in regards to dining service:**

- Single-use, disposable menus will be used and discarded after each guest
- All tables, chairs and high-chairs will be disinfected between guests
- Hand sanitizer dispensers will be available for guest and staff use
- All other DDH and CDC food and beverage regulations will be followed to the letter of the law

\* Regulations are subject to change without notice. We appreciate your understanding.

## BEACH USAGE

Delaware beaches and boardwalks are open and can be enjoyed without wearing of face masks while on the boardwalk (following current CDC guidelines for fully vaccinated vs. unvaccinated individuals.)

## REHOBOTH BEACH AREA

Local businesses are operating under local and federal guidelines and ordinances. Below is an overview of current operations; however, please check with any individual businesses you are interested in patronizing for more information on their current operations. Some businesses may choose to continue to require masks indoors. These operations are subject to change.

**Restaurants:** Restaurants are available for take-out and delivery, as well as indoor and outdoor dining, if they so choose to be open and must follow certain guidelines. Many restaurants in our area are offering delivery through such options as Grub Hub and Chow Now, Door Dash and Uber Eats.

**Retail Stores:** A variety of types of stores are able to be open if they so choose to be, some by appointment only.

**Essential Businesses:** Grocery stores and other types of stores deemed essential have been permitted to remain open.

**Additional Business Types Available to be Open:** Barbershops, hair salons, body-art facilities and tattoo services, tanning salons, massage-therapy establishments and massage services and commercial gyms including group exercise facilities such as yoga studios, barre classes, and others.

**Attractions:** Many museums, waterparks, bowling alleys, go-kart tracks, mini golf and more still remain closed until further notice. Please check with area attractions before visiting; some attractions are still running by appointment only.

*\*Note, check with each individual business you are interested in visiting for their planned open dates and current operating hours.*