



## **Gulf Shores COVID-19 Reopening Protocol and Procedures**

**The Gulf Shores 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) cases 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: Gulf Shores Condominiums consistently uses cleaning products and protocols which are effective against viruses.
  - Ecolab 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 Sanitizer from Ecolab to sanitize fabric furniture between guests.
  - Housekeeping is using Sanitizer from Ecolab to sanitize bed pillows between guests.
  - Laundry: Gulf Shores 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.
  - These items will be bagged and dropped off at the unit entry door for contactless delivery by 5PM.
- Housekeeping personnel will not enter any occupied unit to perform cleaning services.

## 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 manager will have sole discretion of what work orders will be classified as emergency work orders.
  - Non emergent 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. Break room will be sanitized after every break cycle.



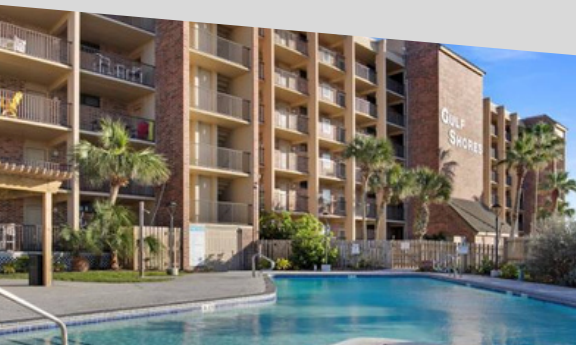
## Front Desk:

- 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.
- Registration will be performed digitally through e-signature and prepayments will be required upon check in.
- Photo ID will be presented visually, and upon confirmation that all digital documents received and payment is received; keys will be dropped off and picked up without physical contact.
- 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.
- Break room will be sanitized after every break cycle.



## COMMON AREA PROTOCOL ADJUSTMENTS:

- Swimming 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.
  - 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.
- Hot Tub – The occupancy of the hot tub will be restricted to no more than 4 people at a time.
- Coffee Bar area – Coffee bar area will remain closed until further notice.
- Game Equipment – Game equipment is available at each station self serve with sanitizing station to sanitize the equipment before and after use.
- Common area bathrooms will be sanitized multiple times throughout the day.
- Elevators – Limit maximum number of occupants in the elevator to 4 at a time.
  - Staff will not ride in elevators with owners and/or guests.
- Beach Chair Rental – No Contact Program
  - Owners and guests will need to reserve equipment in advance using phone or digital method.
  - A Staff member will go out and unlock chairs needed for guest before arrival so guest can access without coming to the front office. Chairs will be labeled by unit # and last name.
  - Beach furniture will be sanitized by staff using sanitizing solution in pump sprayers and then collect and store equipment and end of day.
  - Credit Card will be charged for add on at end of stay.
  - Receipts emailed to guest.
  - Owners will be billed on their owner statements for any charges incurred.



## **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.
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## **CANCELLATION POLICY ADJUSTMENTS:**

- Guests traveling with new or existing direct bookings for stays at Gulf Shores 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 Gulf Shores under applicable law will have their cancellation or change penalties waived.
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## **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 Gulf Shores Condominiums property public spaces. Additionally, all Gulf Shores 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.

