

Dear Florentine Guests,

We have been working hard preparing your visit! At the same time, some of our procedures have been modified considering these unique times. We will continue to follow protocols from the CDC and Local and State officials, so that our guests and employees feel safe. Please note, procedures will be subject to review and change in order to follow current guidelines. In order for things to proceed as smoothly as possible, please be aware of the following items:

- 1. Check-out time will be 10:00 am. Check-In time will be 3:00pm. This will give our housekeepers extra time to properly clean and sanitize your room.** You are more than welcome to park your car after 10am and enjoy the island amenities. Just give us a call prior to your arrival with your vehicle license number for a parking pass. Room keys and remote controls will be sanitized and given to customers at check-in.
- 2. One week prior to arrival, you will be emailed your welcome documents.** Please review and fill out these documents, and bring them with you at check-in. This will reduce time spent in the office checking in. Only one guest from each registered room should be in the office at any time. A plastic shield will be placed on the front desk to help protect guests and staff.
- 3. Daily maid service will continue to be offered to guests.** We will ensure limited contact between guests and staff. Disinfectants will meet EPA's criteria for cleansing and disinfecting with approved anti-viral agents.
- 4. Antiviral spray before check-in.** We will use an EPA approved, **organic viral disinfectants sprayer** after every checkout when staff has finished turnover service.
- 5. Social distancing signs** will be spaced around the property, to remind guests and staff to maintain social distance.
- 6. Face coverings will be required to be worn by guests in high traffic areas,** such as the front office and elevator. **Staff will wear face coverings at all times. Rest assured behind every mask is a warm and welcoming smile.** All staff will be required to have temperatures taken prior to their shift.
- 7. Sanitized common areas.** Areas around the property will be sanitized throughout the day such as pool lounge chairs, elevator, laundry room, BBQ area, vending machines, doorknobs, etc.
- 8. Hand sanitizing stations** will be located through-out the property.

What You Can Expect From Us: *Our goal as always, is to go above and beyond, as we prepare your room and our facility with your family's health and well-being in mind. Much care, training, and resources have been utilized to accomplish this goal. We are here to meet your needs and to provide your family with as many vacation memories as possible. Our reputation for cleanliness will continue to exceed all expectations!*

Thank you for your cooperation. We will get through this together!

The Florentine Family Motel