

## What to expect when you travel to InnSeason Resorts Harborwalk

Dear Guest,

To ensure that your stay is safe and healthy, we have spent the last month working on updating our operating procedures. In conjunction with Federal, State and Local guidelines, as well as industry best practices, we have completed our overall resort re-opening plan as well as specific departmental operating plans. Should you like more information on our re-opening plan please visit <https://www.innseason.com/isr/Reopening.aspx>.

## Important things to be aware of during your upcoming visit to Massachusetts

**COVID-19 Travel Order:** Effective August 1, 2020, all visitors and returning residents entering Massachusetts must follow new travel orders. We strongly urge you to review the information on this order located at: <https://www.mass.gov/info-details/covid-19-travel-orderOVERALL>.

All visitors entering Massachusetts, including returning residents, who do not meet an exemption, are required to:

- Complete the Massachusetts Travel Form prior to arrival, unless you are visiting from a lower-risk state designated by the Department of Public Health. The form can be found at: <https://www.mass.gov/forms/massachusetts-travel-form>
- Quarantine for 14 days or produce a negative COVID-19 test result that has been administered up to 72-hours prior to your arrival in Massachusetts.

If your COVID-19 test result has not been received prior to arrival, visitors, and residents must quarantine until they receive a negative test result. Failure to comply may result in a \$500 fine per day.

**Lower-risk States: Connecticut, Hawaii, Maine, New Hampshire, New Jersey, New York, Vermont**

Additional State of Massachusetts Travel Planning may be found at <https://www.mass.gov/info-details/reopening-massachusetts>.

**OVERALL:** To ensure the safety of you, your family, the resort team and others around you, please make sure you follow these guidelines:

- If you or any one in your traveling party is feeling sick, **please stay home**.
- If you are considered at high risk, please rethink your visit during this time.
- Bring Personal Protection Equipment as well as sanitizing supplies.
- Maintain 6-foot Social Distancing Rule when moving around the resort and the community
- Use gloves when ever possible and wash your hands often.
- Cover your mouth if coughing.
- Don't rub your eyes, nose or mouth.
- The Governor of our state is requiring that everyone wear masks when in public. You may end up with a fine if you don't.

Based on the opening guidelines and restrictions, please note the following operational changes during your stay

### CHECK-IN PROCEDURES:

Due to the limited space in our lobby, we are offering **Curbside Check-In** by telephone whenever possible.

- **Express Check-in**
  - o Review the Reservation Confirmation emailed to you.
  - o If correct, please reply to [hw-frontdesk@innseasonresorts.com](mailto:hw-frontdesk@innseasonresorts.com) with an email that you agree with your confirmation.
  - o Call the resort in order to answer a few questions about our reservation and provide a credit card, as you would normally at check-in.

- When you arrive at the resort, park near the Lobby then call 508-548-4300 and we will bring your arrival packet out to your car.
- **Non-Express Check-in**
  - When you arrive at the resort, park near the Lobby then call 508-548-4300.
  - We will need to get specific information from you, as well as a credit card number.
  - We will bring your arrival packet out to your car.
- **Entering the Lobby**
  - Due to Social Distancing Guidelines, the number of people allowed in the lobby is limited.
  - Phone calls are preferable.
  - Please wait at designated areas until it is your turn to approach the Desk.
  - Masks must be worn when entering the Lobby.

## HOUSEKEEPING

- Each day, Housekeeping will stop by your unit between 9:00am and 2:00pm to provide trash and towel service.
- However, they are not allowed to provide the service while you are in the unit. You have two choices:
  - 1. Leave the unit for approximately 10 minutes while the service is being completed.
  - 2. Exchange trash and towels at the door. Extra plastic bags are provided in your room.
- If you are staying for the week, we will perform a mid-week cleaning on Wednesday. You must not remain in the room when the housekeepers enter to clean. Cleaning times are approximately 20 minutes and involve changing bed linens, cleaning general bathroom surfaces, cleaning general kitchen surfaces, quick vacuum, and emptying the trash. **This is not a full cleaning or disinfecting of the room. However, Housekeepers will disinfect any surfaces that they touch.**
- **If you prefer, we can simply provide clean towels and linen as well as pick up any trash.**

## MAINTENANCE

- If there is an issue in your unit, please call the Front Desk. They will create a ticket with the Maintenance Team.
- Barring an emergency, the assigned team member will call your room to arrange a time to visit your unit.
- If possible, it is preferable for you not to be in the unit while the issue is being addressed. The Maintenance Tech will leave a slip regarding the status of the problem for you when they leave.
- If the unit is not empty, Social Distancing rules will apply. All guests in the unit should put on masks.
- Maintenance Tech's will do their best to limit what they touch and to sanitize surfaces touched as they leave.
- **If you prefer, in some cases, we can provide some services at the door like; remote control batteries and light bulbs.**

## AMENITIES

- **OPEN** (social distancing required):
  - Outdoor Pool (at 40% capacity), Barbeque grills, Outdoor seating area
- **Closed:**
  - Recreation area (Pool Table Video Consoles), Lobby coffee station

We know these policies and procedures are not what you are used to when visiting our resort. That said, we are confident that if we all work together to follow the guidelines set at the state, community and resort levels, your vacation will be fun, relaxing and memorable.

With Best Regards,

*Resort Board of Directors*