

SAFETY IS EVERYONE'S RESPONSIBILITY

Pollard Brook resort has taken every step possible to ensure your stay healthy and safe during your time with us. But we won't be successful without your help. **If you or anyone in your party is sick, please do not travel.** If you are traveling, please consider the following:

STAYING "S.A.F.E."

S = Serious: I recognize the coronavirus is a serious public health issue that impacts all of us, including here in the Lincoln Area

A = Attentive: I will pay attention to and abide by the health regulations required of all residents and visitors in the Lincoln Area, even if these are not the same as the regulations in my home region.

F = Future-focused: I realize the COVID-19 pandemic will be prevalent for the foreseeable future, so I will help ensure no further spread of the virus. I will take the preparations needed to help ensure my time in the destination is safe and responsible including considering the impact my activities have on the natural and human resources.

E = Everyone: Everyone is responsible for his/her own safety and that of their families. The burden of health is on oneself. While participating in visitor experiences, I will exercise the precautions and considerations requested by the property or business.

Your safety and comfort are at a great importance to us. To help ensure a safe and healthy visit to the resort, we are supplementing our usual procedures and cleaning processes as follows:

Team Members:

- Health checks/verification before shifts
- Specific training on best practices for social interactions, performing their jobs and staying healthy during Covid-19.
- Personal Protective equipment is used (masks, gloves and approved sanitizing agents)

Resort Common Areas:

- Clean and disinfect Lobby surfaces every 2 hours or frequently as needed:
- All doorknobs, hard surfaced chairs, tables, stall handles, counter tops, lockers, and vending machines.
- Use of Spray n Go on all soft, porous materials including carpeting, sofas, chairs, etc.
- Remove trash bags from trash bins and disinfect before placing new clean liner.
- All buildings and pool area – Disinfect handrails, elevator buttons outside and inside-walls, luggage carts, as you encounter them, tables, chairs, door handles, vending machines-Selection pad and pull down, guest laundry machines-lids and coin dispenser area, laundry detergent dispensers.

Units:

In addition to thoroughly cleaning your unit, following is a list of items that have additional focus on cleaning and disinfecting:

- All door handles, including the sliding and closets doors
- Amenity Dispensers
- Light switches, including the knobs on the standalone lamps
- Pull cords of blinds and curtains
- Remote controls
- Phones
- Night stands, dressers – top and handles
- Tables, back and seats of chairs
- AC unit buttons and knobs
- Thermostats
- Balcony furniture
- Broom and dustpan handles, iron handle
- Kitchen cabinet handles; fridge, microwave, oven door handles
- Kitchen items have been washed via the automatic dishwasher.
- **If you have concerns over the use of kitchen items, please consider bringing disposable plates, cups and silverware.**

With Warmest Regards,

Your Pollard Brook Family