

Welcome to beautiful Breezy Point Resort! We take our responsibility to provide you, as our guest, an environment that is clean and safe very seriously. We have always taken great pride in providing to our guests the highest of standards regardless of the surrounding circumstances. We have attempted to analyze all aspects of our operation to install additional procedures that allow you peace of mind that we are doing everything we can to mitigate the spread of the virus. Therefore, we are providing an outline below of what we are doing differently this year (keep in mind we continue to do all regular items, plus those items that the state mandates with respect to inspections, water testing and such:

PUBLIC AREAS:

1. We will be practicing social distancing in our interactions with you throughout your stay, such as keeping a 6-foot distance in face to face interaction and providing a plexiglass barrier on the office counter. We will also be wearing face masks and possibly gloves while completing various tasks. Please be sure we are not being unsociable, just socially responsible.
2. We have a number of hand sanitizing stations and tissues located throughout the resort in areas of high traffic for you to use.
3. We have state-of-the-art circulation systems which use a high-efficiency filters to circulate the air and remove more than 90% of airborne particles in all of our public areas. We continue to follow the CDC guidelines for cleaning and disinfecting the surfaces of our public areas. We've also added additional daily cleanings of high-use areas. We're using disinfectant specifically designed to eliminate viruses and bacteria (including coronavirus).
4. With respect to large gatherings: per the Governors Executive Order 20-04 the following areas are closed/have restrictions applied to them, until the order is lifted:

\*\*Shuttle Services will be suspended \*\*All Pools will be shut down for public use

\*\*The Serenity Spa is closed \*\*Exercise facilities will be shut down for public use

\*\*The Gift Shop will be closed

\*\*Timeshare Activities will be closed

Restaurants will be opening as listed below – please see Front Desk for Hours and Menu’s offered:

 \*\*Dockside Restaurant will be opening May 8th for takeout/curbside service ONLY.

 \*\*Palmer’s Grille will be opening May 8th for takeout/curbside service ONLY.

 \*\*Coffee House will be opening May 8th for takeout service ONLY.

 \*\*Antler’s Restaurant will be opening May 11th for takeout/curbside service ONLY.

Golf Courses OPEN: Whitebirch Golf Course and Deacons Golf Courses are open.

See Golf Courses for their rules and restrictions during this time. The Traditional Course will open May 11th.

LODGING UNITS:

1. We always clean and disinfect our cabins to a high standard, and we hope that is apparent to our guests. We have always used a disinfectant cleaner throughout all of our housekeeping departments that is effective against “Human coronavirus” along with many other viruses. Team members are reminded to be especially diligent in their wellness routines, and as always, asking them to stay home in the event that they are sick or exhibiting symptoms. We will be implementing additional disinfecting procedures within the Units specifically to include “touch point” areas such as knobs, handles, switches, pull chains, etc. to ensure that those are disinfected as well as cleaned.
2. We will be providing a plastic/linen bag in each unit and asking that you strip the beds upon departure. This will minimize our cleaners to exposure of these items. We ask you place all towels in one bag, sheets/pillow cases into another bag, mattress pad and comforter into another bag and pillows in another bag - set all bags outside of your front door upon departure. Please leave tied trash bags outside front door as well for pickup upon departure.

FOR DEPARTURE: You may call from your Unit and inform the Front Desk that you are departing. Front Desk will be able to complete the checkout service via telephone or you may complete this process online with the “Express Checkout” link you

will receive. There is no need to return to the Front Desk to complete the checkout process. Please leave the Key Cards on the table and please close the door behind you. Safe travels home!

1. We can provide disinfecting spray in your unit for use during your stay. Please do not remove the bottle from the Unit.

 If the bottle is missing upon checkout, you will be billed $15.00 for this product.

1. We ask that all unrelated guest(s) not to use the exterior items of other units unless specifically invited to do so by the units occupant.
2. We will be removing items from units that guests “share” from one visit to another that cannot be easily cleaned (such as guest books, paper, pens, the bedside alarm clock, etc.). At check in, the Front Desk will provide you with local area information and answer any questions you may have.
3. We will NOT be completing daily Maid Services of the Lodging Units. You will be able to request Housekeeping and

Maintenance items either through the “Angel” link or by calling the Front Desk.

The safety and health of everyone is of utmost importance to us. We may not have listed everything we are doing, but as you can see, we are making every attempt to consider how items may impact you during your stay with us. Some guidelines cause us to remove or prevent access to previously provided resort amenities and areas during your stay. We apologize for any inconvenience this causes, but these are necessary per State directive and to further mitigate spread of the virus. We do not believe the above will prevent you from enjoying the resort and the surrounding exterior areas, or the beach and lake, to the fullest during your stay with us, like you always have. We will alter our operational procedures on an ongoing basis based on directives from the State and the Department of Health, or as circumstances dictate. This situation is continually evolving, and we will make sure to communicate any operational changes to you in a timely manner.

Please contact the Front Desk if you have any questions. Enjoy your stay with Breezy Point Resort.

Camie Zwack

Lodging Operations Manager

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