



Dear Valued Guest,

We are extremely grateful that you have chosen to stay with us. We are continuing to take precautions regarding COVID-19. We understand the severity and want to make your stay comfortable. As such, extra attention is being given to cleaning our resort. While you are here, **no team members from The Shores Resort and Spa team will enter your room for daily cleaning.** We will deliver any items you need and exercise proper social distancing during the delivery process. ***We will not enter your room.*** Below are steps we are taking to keep you safe.

**What we are doing:**

- If you need anything for your room, you can contact the front desk any time. We will arrange to deliver towels, bathroom items or other amenities upon request.
- We have implemented new cleaning protocols which follow U.S. Centers for Disease Control recommendations. Our cleaning team uses peroxide-based cleaners that are effective against viruses. Rooms are cleaned sterilized after every check-out with a focus on hard surfaces, light switches, remotes, door handles and bathroom touch points. Laundry is cleaned with stringent temperature standards for washing, drying and ironing to eliminate germs and micro-organisms.
- We are in constant communication with our team members to reinforce our sanitization safety procedures in both guest-facing and back of the house areas. High traffic areas are being cleaned with increased frequency.
- All departments have implemented hand washing and sanitizing procedures to take place multiple times during the day.
- All team members are prohibited from reporting to work with a respiratory illness that can be transmitted to others.
- If at any point a guest feels ill, they should stay in their room and seek medical attention. The Front Desk can supply walk-in care facility phone numbers.
- The Marketplace is open daily starting at 7am (hours may vary) for Starbucks coffee, grab and go breakfast fare, sandwiches, snacks and cold beverages.
- Our restaurant is open for breakfast at 8am. All Day Dining is available 11:30am until 8pm during the week and 11:30am until 9pm on weekends.
- Bar service starts at noon and is offered until 9pm during the week and 10pm on weekends. Depending on weather, The Tiki Hut is open during the day, then the Oceanview Lounge opens at dusk. Food is available until 8pm in the Bar on weekdays and until 9pm on weekends.
- Indulge Spa is open Tuesday through Sunday 9am-5pm. Appointments are by reservation only.
- The Fitness center is open daily 9am-5pm. COVID protocols are in place which include only one party at a time in the center and access is only available by contacting the front desk. The Fitness Center closes after every use for cleaning and sanitation.

Our team takes great pride in the role we play in the lives of our customers and guests. Rest assured that as circumstances continue to develop, one thing will remain constant: We will make our decisions with the health and well-being of our guests, team members, and community as our highest priority. We appreciate your continued support and understanding.

Always the best,

  
Rob Burnetti, General Manager