



## **COVID-19 INFORMATION FOR OUR GUESTS**

As always, our guests and team members' safety and security remain our highest priority within the Roberts Resorts. We are doing everything we can to ensure your safety and provide maximum protection as the situation around novel coronavirus (COVID-19) continues to evolve.

We take great pride in maintaining the highest standards of cleanliness and hygiene at our establishments. In response to the coronavirus, we are closely monitoring [the Centers for Disease Control and Prevention \(CDC\)](#) statements regarding the novel form of coronavirus (COVID-19) and following guidelines from (CDC) and other local and state governmental agencies.

- Our management teams are receiving ongoing briefings and enhanced operating protocols and will share this information as it becomes available.
- We have increased the frequency of cleaning our public areas (including lobbies, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectants.
- All individuals over the age of 5 years old including team members, residents, and guests, are required to wear a face covering while in Resort facilities. This requirement also extends to outdoor settings where individuals are within 6 ft. of one another.
- We continue to deliver ongoing training for team members and are implementing daily temperature checks prior to starting shifts.
- Information regarding recommended handwashing procedures will be posted in restrooms, breakrooms, offices, and common areas to increase awareness of simple prevention methods.
- EPA-registered disinfectant products have been distributed to all locations.
- We continue to adjust team schedules and working arrangements, where necessary, to support social distancing practices.
- We will continue to adjust the food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial sprays and hand sanitizers and will increase common area cleaning accordingly.

## **A Collective Effort**

COVID-19 is a new disease and health officials are still learning about how it spreads and the severity of illness it causes. According to the most recent information published by the CDC and the National Center for Immunization and Respiratory Diseases (NCIRD), it's critical we all do our part to limit the spread of COVID-19 by keeping the following in mind:

- The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet).
- Recent studies suggest COVID-19 may be spread by people who are not showing symptoms.
- Maintaining good social distance (about 6 feet) is very important.
- Cover your mouth and nose with a face covering when around others.
- Do not gather in groups and avoid crowded places and mass gatherings.
- If someone in your household has tested positive, keep the entire household at home as recommended by a medical provider.
- Listen to and follow the directions of your state and local authorities.
- Information from the ongoing pandemic suggests the virus is spreading more efficiently than influenza.
- It *may* be possible for a person to get COVID-19 by touching a surface or object that has the virus on it, and then touching their own mouth, nose, or possibly their eyes. Therefore, the CDC recommends people practice frequent hand washing or use of alcohol-based hand sanitizer.

## **Check-in:**

**Upon arrival you and any other vehicle occupants' temperatures will be taken prior to entering the property to ensure you're not displaying any outward signs of the virus. In the event that you do, you will be admitted and checked-in but will be asked to quarantine in your unit for a 14 day period or 10 days since symptoms first appeared and 24 hours with no fever without fever reducing medication and other symptoms are improving.**

## **Commitment to Our Guests & Residents**

To fulfill our mission of being socially responsible and to prioritize the health and welfare of our residents, guests, and team members, we are temporarily reducing accessibility to certain areas within our communities and resorts and encouraging social distancing procedures. As the local government begins to open more and more amenities weekly, the following amenities are already or have been opened with appropriate social distancing and enhanced cleaning and other protective measures:

<b><u>Amenity</u></b>	<b><u>Status</u></b>	<b><u>Operation Requirements</u></b>
Pools & Spas Distancing will allow	Opened	Maximum occupancy as Social
All Court Activities resume	Opened	Organized tournament play may
All Outdoor Field Activities resume	Opened	Organized tournament play may
Golf by county/city	Opened	Social Distancing, Masks as required
All Classroom Activities by county/city	Opened	Social Distancing, Masks as required
Computer Lab/Library by county/city	Opened	Social Distancing, Masks as required
Dog Parks by county/city	Opened	Social Distancing, Masks as required

Update on additional operations and activities still to come:

Restaurant/Bistro	Opens Nov. 1 <sup>st</sup>	Social Distancing
Activities Programs	Opens for Season	Social Distancing, Masks as required
Classes & Clubs	Opens for Season	Social Distancing, Masks as required
Business & Sales Office phone/internet	Opens for Season	by appointment, encourage business by
Check in	Opens for Season	Curbside Check in
Gym / fitness Center	Will Open for Season	When social distancing and enhanced cleaning is the only requirement

Please wash your hands, and refrain from touching your face, eyes or nose if possible. Hand sanitizer stations will be provided throughout the common area buildings at all Roberts Resorts & Communities. All Roberts Resorts employees will have their temperature checked daily before they start their shift. If you feel sick, please stay home.

**Additional directives and precaution measures for residents and staff**

The following COVID-19 Protocols are to be utilized effective October 1st, 2020 until further notice or noticed individually noticed otherwise.

All Sales and community offices are to have limited access to the public; only employees and 1 to 4 outside clients (as social distancing will allow) are permitted in the sales and community offices. Payments are to be encouraged via Credit Card systems provided. A payment drop box is to be utilized by for all other types of payments and set aside for 2 days before processing.

If you have vendors scheduled, make sure you communicate with them for arrival times so someone can meet them outside the office with keys or further instruction or assistance.

Any scheduled move in or move out should be handled by appointment only. Schedule a time to meet the resident at the home to exchange keys and sign off on the quality assurance.

We are asking all residents to notify management if they or someone in household becomes infected with the Corona Virus or is suspected of being infected. As an employee If you are notified by a resident with this information, contact your property manager or direct supervisor.

All employees reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19.

All employees must cover their mouth and nose with a cloth face cover when entering the office and around others.

Upon entering the office, employees must wash or sanitize their hands.

No more than ten people will be allowed in the offices at any given time.

Any interactions with customers, prospects, and vendors should be done using electronic methods whenever possible (i.e., telephone, Doc-u-Sign, email).

Only emergency work orders will be performed. Employees must follow CDC guidelines when responding to a work order.

If a resident/guest has been identified as having contracted COVID-19, employees cannot enter that resident's house.

Do not use telephones, desks, work tools, etc. that are assigned to others.

Employees must wash or sanitize their hands after each interaction with a guest, prospect, or vendor. Whenever possible, the employee must disinfect any item that came into contact with a guest, prospect, or vendor.

All employees must follow CDC's social distancing guidelines and stay at least 6 feet from other people.

Masks, gloves, hand sanitizer, disinfecting wipes, and soap and water will be readily available to employees and guests.

Stay-at-home, if you have been in contact with a lab-confirmed case of COVID-19 or if you have any of the common COVID-19 symptoms.

Regularly clean and disinfect any regularly touched surfaces, such as printers, scanners, doorknobs, tables, chairs, light switches, handles and restrooms. Employees must follow CDC's COVID-19 cleaning and disinfecting guidelines when cleaning and sanitizing areas.

If the Company learns that a person suspected or confirmed-positive individual has been present in the workplace, the Company will close off the areas by the ill person and will clean those areas of the work environment that the confirmed-positive individual may have come into contact with before employees can access that workspace.

**The health and safety of our guests and team members is our utmost priority and we will do everything we can to have as many activities as possible. Travel safely and we will see you soon.**

**Cancellation policy:**

Cancellation greater than 30 days allowed to cancel and if it includes a February stay, \$50 admin fee is waived and 2-year letter of credit for the \$500 deposit on account is good for a future stay. If less than 30 days, there is a \$50 admin fee and 2-year letter of credit for the \$450 balance of deposit is left on account and good for a future stay.

If its outside of 30 days and doesn't include a Feb the entire balance is refunded.