



# COVID-19 Guest Care Plan

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## Flexible Cancellations

Our cancellation policy allows you to reschedule should any COVID-related issues, in your area or ours, prevent your travel.

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## 72 Hours Between Rentals\*

Your safety and comfort level is our top priority. Current studies shows viable virus lasting up to 72 hours. Since possible surface transmission remains a risk, we are going the extra mile to ensure you feel comfortable to enjoy your vacation. After a very thorough cleaning procedure, your property will have a 72 hour shutdown between reservations to ensure your unit is ready for your arrival.

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## Preparing the Property



We are using the highest standards to prepare your vacation home. Our strict cleaning protocols meet State Certification and the SafeHome Program. We have a complete cleaning guide for your review on our website and are only using approved products. Each home is inspected to ensure compliance. Your bedding and linens will be laundered, sealed for 72 hours, and awaiting your arrival. Or, if you would prefer, we are happy to make your beds during our preparation of your home.

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## Housekeeping Services

We are happy to continue to with any desired or included cleanings, or cancel them - it is completely up to you. Our housekeeping staff has been trained in proper protocols in cleaning and will be using PPE. Guests must vacate the home during the service.

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## Self Check-In & Virtual Services

We love seeing our guests each year, but know this year things need to be a bit different. We have a new self check-in procedure. During your stay, you have Virtual Concierge Services, and 24 hour assistance is an email or phone call away.

\*This policy may be subject to change with new research or updated protocols that would indicate a reduced risk.