

What to expect when you travel to InnSeason Resorts The Falls at Ogunquit

Dear Guest,

With our states beginning to open up, in the wake of Covid-19, travel has once again begun to happen. Our commitment to you is to provide the safest and cleanest possible environment from check-in to check-out.

To ensure that your stay is safe and healthy, we have spent the last month working on updating our operating procedures. In conjunction with Federal, State and Local guidelines, as well as industry best practices, we have completed our overall resort re-opening plan as well as specific departmental operating plans. Should you like more information on our re-opening plan please visit <https://www.innseason.com/isr/reopening.aspx>.

Important things to be aware of during your upcoming visit

- **Effective July 3rd, out of state visitors will be required to attest to one of the following safety options:**
 - o I have received a negative test result for COVID-19 on a specimen taken no later than 72 hours prior to my arrival, consistent with Maine CDC guidance.
 - a. Certificate of Compliance is required
 - b. Official form is in your Confirmation email and available on www.innseason.com
 - OR**
 - o I will quarantine for 14 days upon arrival in Maine or for the duration of the stay;
 - OR**
 - o I have completed a 14-day quarantine **in Maine** prior to my stay.
 - o For more information: <https://www.maine.gov/covid19/restartingmaine/keepmainehealthy/faqs>

- **Exempt from above:**
 - o Guest visiting from Maine, Connecticut, New York, New Jersey, New Hampshire and Vermont.

OVERALL: To ensure the safety of you, your family, the resort team and others around you, please make sure you follow these guidelines:

- If you or any one in your traveling party is feeling sick, **please stay home.**
- If you are considered at high risk, please rethink your visit during this time.
- Bring Personal Protection Equipment as well as sanitizing supplies.
- Maintain 6-foot Social Distancing Rule when moving around the resort and the community
- Use gloves when ever possible and wash your hands often.
- Cover your mouth if coughing.
- Don't rub your eyes, nose or mouth.
- The Governor of our state is requiring that everyone wear masks when in public. You may end up with a fine if you don't.

Based on current guidelines and restrictions, please note the following operational changes during your stay

CHECK-IN PROCEDURES:

Due to the limited space in our lobby, we are offering **Curbside Check-In** by telephone whenever possible.

- **Express Check-in**
 - o Review the Reservation Confirmation emailed to you.
 - o If correct, please reply to FAO-FrontDesk@innseasonresorts.com with an email that you agree with your confirmation.
 - o Call the resort in order to answer a few questions about your reservation and provide a credit card, as you would normally at check-in.

- When you arrive at the resort, park near the Lobby then call 207-646-4600 and we will bring your arrival packet out to your car.
- **No Express Check-in**
 - When you arrive at the resort, park near the Lobby then call 207-646-4600
 - We will need to get specific information from you, as well as a credit card number.
 - We will bring your arrival packet out to your car.
- **Entering the Lobby**
 - Due to Social Distancing Guidelines, the number of people allowed in the lobby is limited.
 - Phone calls are preferable.
 - Please wait at designated areas until it is your turn to approach the Desk.
 - Masks must be worn when entering the Lobby.

HOUSEKEEPING

- We have stocked your room with extra plastic bags.
- Each day, Housekeeping will stop by your unit between 9:00am and noon.
- They will not enter the unit.
- Please have your towels bagged and trash ready.
- If you are staying for the week, we will call you on Tuesday to schedule your mid-week cleaning for Tuesday. You must not remain in the room when the housekeepers enter to clean. Cleaning times are approximately 20 minutes and involve changing bed linens, cleaning general bathroom surfaces, cleaning general kitchen surfaces, quick vacuum, and emptying the trash. **This is not a full cleaning or disinfecting of the room. However, Housekeepers will disinfect any surfaces that they touch.**
- **If you prefer, we can simply provide clean towels and linen as well as pick up any trash.**

MAINTENANCE

- If there is an issue in your unit, please call the Front Desk. They will create a ticket with the Maintenance Team.
- Barring an emergency, the assigned team member will call your room to arrange a time to visit your unit.
- If possible, it is preferable for you not to be in the unit while the issue is being addressed. The Maintenance Tech will leave a slip regarding the status of the problem for you when they leave.
- If the unit is not empty, Social Distancing rules will apply. All guests in the unit should put on masks.
- Maintenance Tech's will do their best to limit what they touch and to sanitize surfaces touched as they leave.
- **If you prefer, in some cases, we can provide some services at the door like; remote control batteries and light bulbs.**

AMENITIES

- **CLOSED:**
 - The In-door Pool and Pool Area
 - Dry sauna
 - Locker Rooms/ Public Rest Rooms
 - The Exercise Room
 - Resort Based Activities Department
 - Activities van and Beach Shuttle
- **OPEN: (with Social Distancing Restrictions):**
 - Outdoor Patio
 - Guest Laundry

We know these policies and procedures are not what you are used to when visiting our resort. That said, we are confident that if we all work together to follow the guidelines set at the state, community and resort levels, your vacation will be fun, relaxing and memorable.

With Best Regards,

Resort Board of Directors