

What to expect when you travel to InnSeason Resorts Pollard Brook

Dear Guest,

On May 29th 2020, Governor Sununu announced that lodging in New Hampshire was permitted to start accepting guest on Friday 5th June. 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 few months 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> or contact the resort directly at 603-745-9900.

Important things to be aware of during your upcoming visit

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 whenever possible and wash your hands often.
- Cover your mouth if coughing.
- Don't rub your eyes, nose or mouth.
- It is mandatory that you wear a mask when in public.

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

CHECK-IN PROCEDURES:

- **General Guidelines**
 - o Due to Social Distancing Guidelines, the number of people allowed in the lobby is limited. Please if you can, only have one member of your party entered the Lobby for check-in.
 - o All guests are required to wear masks when entering the Lobby.
 - o There is a sanitation area set up immediately ahead, as you enter the lobby from the Main Entrance.
 - o Please wait at the designated areas until it is your turn to approach the Desk.
- **Express Check-in Process**
 - o The goal is to limit the time involved at check-in.
 - o You will receive an email confirmation from us containing:
 - Confirmation Page showing the dates and details of your stay and an Important Covid-19 Disclosure.
 - A copy of this document, "What to expect when you're travelling to Pollard Brook.
 - Quarantine Verification form (required, per order of the Governor) for all out of state travelers
 - A link to state information on what is open in New Hampshire.
 - o Please review the Reservation Confirmation, make sure all the dates are correct and look over the Covid-19 disclosure.
 - o ***If you are visiting from outside of the New England states, a Quarantine Verification needs to be completed. Please verify that you have quarantined at home for at least 14 days prior to your visit. This form is mandatory, and the Front Desk will need a copy of this either at check-in, or shortly after check-in.***
 - o ***Guests that cannot attest to this document will not be allowed entry.***
 - o If your confirmation is correct and you are able to verify that you will be able to complete the Quarantine form, please reply to pol-frontdesk@innseason.com with an email that you agree with your confirmation, or you can call us at 603-745-9900 at the resort to answer a few questions about your reservation and provide a credit card, as you would normally at check-in.
 - o Completing the above and arriving prepared, will expedite your check-in and get you to your room quickly and safely.
 - o At Check-in:
 - When you arrive at the resort, please only have one person in your party come into the lobby for check-in.
 - If all information gathered prior to check-in was complete, then a simple showing a photo ID for the primary reservation holder is all that will be required.
 - The Front Desk will call you in your unit within 1 hour of check-in to answer questions.

- **Non-Express Check-in**

- o When you arrive at the resort, please only have one person in your party come into the lobby for check-in.
- o A photo ID for the primary reservation holder will be required.
- o ***If you are from out of State, a Quarantine Verification needs to be completed. This form is mandatory, will be required at check-in.***
- o ***Guests that cannot attest to this document will not be allowed entry.***
- o Our goal is to complete check-in as quickly as possible, you may be asked to complete paperwork in your unit and returned to the Front Desk.
- o The Front Desk will call you in your unit within 1 hour of check-in to answer questions and verify information.

If we are unable to verify the Covid-19 Disclosure or your ability to sign the Quarantine Document this could cause issues that could result in you being unable to stay with us.

HOUSEKEEPING

- We have stocked your room with extra clear kitchen plastic bags and blue Dirty Linen Bags beneath the kitchen sink for extra trash or soiled towels and linen. Please, do not place trash outside your door in the hallway as it encourages the wildlife to forage. There are bins in all hallways
- A trash and towel service is performed each day between 9 a.m. And 5:30 p.m. A mid-week sheet change and cleaning will be performed on scheduled days for guests staying for 5 or more days.
- No service desired at all? Please tell us. Dial 409 to Housekeeping and place the magnetic Do Not Disturb sign on your door. We will respect your privacy if we know ahead of time.
- We are taking extra steps to disinfect and inspect your unit prior to your check in, which is a more labor-intensive process. We will do our best to do this in a timely manner.
- Housekeeping team are taking the extra steps to double disinfect all touch points in the units with an EPA approved disinfectant, that include: door handles, closet handles, murphy bed handles, deck slider and screen handles, kitchen cabinets, fridge, stove, vent hood and microwave door handles. Bathroom dispensers and faucet handles, light switches, lamp knobs, the pull cords and wands of blinds & curtains, remote controls, TV guides and phone, AC unit buttons, thermostats, balcony furniture and ashtrays, broom and dustpan handles as well as iron handles, salt and pepper shakers and sugar bowls, tea kettle and blender handles.

Please, have patience with all our hard-working staff members!

MAINTENANCE

- If there is an issue in your unit, please call the Front Desk, they will create a ticket with the Maintenance Team and the issue will be fixed in a prompt manner.
- 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 staff member 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 if possible or move to a different room in the unit.
- 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

OPEN: (with Social Distancing Restrictions):	CLOSED DURING INITIAL OPENING PERIOD:
Store	Sauna and Hot Tub
Lobby Computers	Resort Based Activities Department
Guest Laundries	Basketball Court
Gym & Game Room	
In-Door & Outdoor Pools	
Playground and Tennis Court	

We have worked extremely hard in the past few months on policies and procedures for a safe and healthy stay. The property is in great shape, and you will see many capital improvements.

We know these policies and procedures are not what you come to expect when visiting our resort, we are just incredibly happy to be open and are ready to receive our guests and timeshare family. 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 MANAGEMENT