



## Changes to Henderson Park Inn Guest Experience

### GUEST BEHAVIOR

- Guest behavior requirements will be emailed to the guest prior to arrival.
- Guests are not to enter the property if they are showing signs of illness (e.g. coughing, chills, fever), have been exposed to someone with a COVID-19 (coronavirus) diagnosis or have been diagnosed with COVID-19 (coronavirus).
- Guests are asked to wash/sanitize their hands often throughout their stay. Sanitizer will be stationed in the lobby and several other locations throughout the property.
- Guests are asked to remain 6 feet apart from other guests and staff at all times.

### BREAKFAST

- While not a buffet, breakfast will be a gourmet experience, offering two service options for guests.
- Option 1 will be a basket delivered to the guest's room with food and beverage that has been pre-ordered by 8 p.m. the evening before. Ordering may be from our online form or by calling the order in to the front desk. We encourage use of the on-line ordering to ensure nothing is missed and for guests to order at their leisure. A link for ordering will be provided in the guest check-in package.
- Option 2 will be a full-service breakfast within the dining room, which will be cooked to order. Guest Services will have servers to take the guests' orders and deliver food and beverage to the guests' tables. Management requires servers to limit their visits and time at the guests' tables, so please excuse this temporary curb in our normal hospitality.
- The dining room will be setup to maintain a 6-foot separation between guests and seating capacity will be limited as required by the State, as will exterior seating.

### LUNCH

- Lunch service will be the traditional boxed lunch the Inn has provided for many years. The quality and service will be changed to ensure an enhanced sanitation experience for guests and staff.
- Lunch may be picked up in the dining room, and a Guest Services professional will be available to assist guests. Guests may take lunch to the beach, to your room, or enjoy the deck or dining room, but guests must stay 6' apart.
- Lunch is now able to be ordered online through a link provided at check-in, or guests may call the front desk with their lunch orders to be selected from the menu provided. Guests must order their lunches before 8 p.m. the evening before.

### CHECK-IN/CHECK-OUT

- Guests will be greeted at the front door at Henderson Park Inn by a Guest Services professional and escorted in for check-in while maintaining separation between guests and staff. If too many guests arrive at one time they may be asked to wait on the porch or in their vehicle in order to maintain social distancing.
- Guests' check-out statement will be delivered their rooms the day of departure.
- Guests will have a contact-less check-out where their receipts will be emailed to them and will drop their keys off in a drop box at the front desk.

### BEACH CHAIRS

- Beach set ups (chairs) will be assigned to guests each day and placed at least 6 feet apart on the beach. Guests should only use their assigned set up.
- Guests must remain 6 feet apart from other beach goers and may not gather in groups larger than 10.
- Pool/Beach towels will be placed in the guests' rooms. Please call down to the front desk to request additional ones.
- Chairs will be wiped down at the end of each day. Beach staff will wear gloves when placing chairs or assisting guests.
- Hand sanitizer will be placed at each gate on the property so guest can spray their hand after touching the gates or gate codes.

## RESORT ACCESS

- Guests will still have access to the pool at The Henderson. However, the gym, spa and other amenities are closed until further notice.
- Gate pass card is still required, and the card will be disinfected prior to delivering it to the guest and immediately upon the guest returning the card.

## HAPPY HOUR

- Happy Hour will still take place on the patio, but we ask that guests do not crowd the tiki bar unless actively ordering drinks.
- Chairs and stools will be placed in pairs, and each pair will be spaced at least 6 feet from other pairs. After guests leave their chairs, the chair sets and the table shall be wiped down with disinfectant.

## ADDITIONAL SERVICES (HOUSEKEEPING, FRONT DESK)

- A daily clean will not be provided. Guests may request daily cleans by scheduling a time by calling the front desk.
- When in need of clean towels, sheets, and garbage taken out, please leave items at door in the bags provided in the room. Housekeeping will exchange them and give you clean towels and sheets.
- Guests are encouraged to use their in-room phone or cell phone to request items/actions from our staff to keep things contact-less.
- Beach Walk Café will no longer provide valet services. Instead, there will be an attendant stationed to direct guests where to park.
- Beach Walk Café is offering full-menu room service to guests of Henderson Park Inn to be enjoyed in the comfort of their room.

## Changes to Henderson Park Inn Employee Procedures

### EMPLOYEE REQUIREMENTS

- Employees are not to enter the property if they are showing signs of illness (e.g. coughing, fever), have been exposed to someone with a COVID-19 (coronavirus) diagnosis or have been diagnosed with COVID-19 (coronavirus).
- If an employee has a fever or are showing signs of illness, they are not permitted to work and must notify their supervisor immediately if they begin to show symptoms.
- Employees must enter/clock-in through their designated department location.
  - Front Desk: Front Door
  - Beach Walk: Back/Kitchen Entrance

- Housekeeping: Outdoor Container
- Maintenance: East Building Maintenance Room
- Temperature checks will be performed prior to entering any building.
- Sanitize and/or hand washing stations will be placed at each door. Employees must wash or sanitize their hands prior to entering the building.
- Employees must have a mask on before entering property (e.g. getting out of car).
- Employees may not bring bags on the property (ladies may bring a small purse that can be wiped down upon arrival).
- Employees must arrive in uniform (Beach Walk employees may wear their polo and change into their serving uniform, but the serving uniform may only be brought in on a hanger).
- Face masks are to be worn throughout the day, abiding by proper mask handling procedures. (Mask Handling Procedures: Do not touch the front of the mask- if you do touch it, wash your hands immediately; When removing mask, do not touch front.)
- Employees are required to sanitize their mask and uniform at home daily based on CDC guidelines.
- Employees are not to enter the lobby area unless there is a specific need to do so.
- Employee cell phones must be sanitized prior to entering the building. (Cell phones may not be used during work hours apart from BeHome or personal emergency).
- Employees must wash or sanitize hands at least every 30 minutes or more frequently as needed based on CDC guidelines.
- When packages and/or mail arrives, items must be wiped down/disinfected by the person receiving the mail prior to bringing them in the building. Package deliveries must be placed in the receiving box by the front door.
- Employees must limit any unnecessary movement on the property, staying in their general work area.
- All company meetings, lunches and gatherings of three or more people must be done in an open-air location (e.g. outside).

## GUEST SERVICES

- There will be a designated lobby attendant that will control access to the building in addition to sanitizing door handles, handrails, porch chairs and other surfaces as well as aiding guests.
- No more than 6 guests (not including staff) are permitted in the lobby at one time.
- No more than 2 people are permitted behind the desk at any time.
- Employees must use their designated phone for whole day and cannot switch into someone else's work area.
- Employees must consistently wipe hard surfaces throughout the day.
- Everyone must stay at least 6 feet away from guests at all time.
- Employees are not permitted to have physical contact with guests (e.g. handshakes, hugs).
- There will be no check-in tour. Instruction is limited to verbal encounters.
- If a guest requests an item to their room, the encounter must be contact-less (i.e. leave item at door in plastic bag).
- Individuals, unless checking in or an employee, are not permitted on the property without a specific appointment.

- The snack and drink station will not be stocked. Items will be available upon request for guests. Some amenity items will be placed in rooms.
- When handling guest room keys, employees must wear gloves, disposing of the gloves once done handling and disinfecting the keys.

## MAINTENANCE

- Crew members should avoid entering guest rooms unless necessary. In the case of an emergency, they must enter the room wearing a mask and gloves, touch as few things as necessary, stay just long enough to complete the task, and exit the room as quickly as possible.

## OFFICE

- All meetings must be done on outside deck.
- Employees must notify individuals before entering their office by knocking on the door.
- Employees must wipe down office equipment (e.g. copier) after each use.
- Employees must wear a mask when interacting with other members of the office.
- Employees must wear masks during movement around the office.

## HOUSEKEEPING

- All utensils must be removed from guestrooms. Single use cutlery will be available upon request and will be delivered to guestroom.
- Staff must wear gloves and masks when entering rooms.
- Housekeepers must pick up all needed items at container or linen closet to limit contact.
- Individual housekeepers must stay in assigned areas.
- Must sanitize all hard surfaces (desks, tables, tv remotes, faucet handles, doorknobs, etc.)
- Pillows, bed and box spring encasings and or any upholstered items are to be sprayed with a linen disinfectant at every turn.
- Fog each room before removing soiled linens and prior to cleaning the room. Each room will be fogged after the room has been cleaned. Amenity trays will not be placed in the room until after the room has been fogged.
- Limit interaction with guest as much as possible and practice social distancing by staying 6 feet apart.
- Change disposable television remote sleeves at each guestroom turn.
- Add “seal” tag to door when room sanitization is completed, and no one to reenter guestroom after tagged.
- Items in the room will be limited.

## BEACH WALK CAFÉ

- Valet parking will not be available. Instead, a parking attendant will be available to direct guests on where to park.
- Guests displaying signs of illness will be asked to leave the restaurant for the safety of other guests and staff.
- Signage will be displayed notifying those who have been in contact with COVID that they must not enter the property but may request non-contact meal delivery by phone.

- Beach Walk will provide an enhanced full-menu, take out service and offer non-contact room service deliveries
- Mandatory face mask policy for all employees
- Gloves must be worn by all employees when handling food and dishes or clearing tables.
- Tables will remain 6 ft apart in the Beach Walk dining room.
- Parties of more than 6 will not be permitted.
- Menus must be wiped down and sanitized between each guest use.
- Tables should only have a menu and rolled silverware when waiting for guests

*Please note that all policies and procedures listed in this document are subject to change.*