



## **Corona Virus (COVID-19) Cleaning and Disinfection Process Haven on the Banks Cottage Court and Keeper's Galley Center**

Cleanliness and safety are always a top priority at the cottage court at Haven on the Banks and Keeper's Galley event center. We take the safety of our guests very seriously and are continuing to adhere to the expert direction from the CDC, World Health Organization, and local government agencies when it pertains cleaning and disinfecting our homes and venue. It is always our priority to ensure that our properties are clean and guest-ready. However, in light of the COVID-19 outbreak, we have instituted additional measures to ensure the utmost safety and health of our guests.

### **Our Commitment to Our Guests at the Cottages at Haven on the Banks and Keeper's Galley Event Center:**

#### **Hand Sanitizer**

Hand sanitizer will be provided in the common areas of all cottages and in the event center for all guests, owners, cleaners and staff to disinfect hands upon entry and exit. All restrooms are equipped with liquid hand soap for further cleansing.

#### **Protective Gear**

All cleaning staff will wear protective masks and gloves when cleaning and disinfecting properties.

#### **CDC Approved Cleaning Agents**

All cleaning agents used are on the EPA-approved list of products expected to be effective against COVID-19.

#### **Deep Disinfection Cleanings**

Every room in each property will be cleaned AND a deep disinfection will be performed prior to every arrival. All areas likely to have been touched will be cleaned and disinfected, including (but not limited to):

- All handles: doors, cabinets, closets, windows, faucets, etc.
- All railings: stairs, decks, etc.
- Switches and buttons: lights, remote controls, front door lock keypad, etc.

#### **Direct Check-In (applies to cottage court only)**

All contracts will be signed electronically prior to arrival and electronic check-in procedures will allow guests to check-in immediately to their vacation homes.

- Frequently used appliances: microwave, TV, coffee makers, washing machine, dryer, dishwasher, etc.
- Frequently used kitchen items, including supplies under the sink
- Arms of chairs, sofas, outside seating, all tables (dining, coffee, end)

- Toys, puzzles, playing cards, etc.
- All dinnerware and flatware (not just those previously used) will be cleaned after every checkout using the available sanitization setting when using the dishwasher. (Guests who are concerned may opt to re-wash pots and pans or utensils prior to use.)
- For soft porous surfaces such as couches, chairs, etc, all visible contamination will be removed, cleaned and disinfected with appropriate cleaners.

### **Sanitization of ALL Bedding & Linens (applies only to cottage court)**

Special care will be taken with bedding, linens, pillows, and other soft materials:

- All pillows and mattresses have protectors and are cleaned and sanitized between guest arrivals.
- All blankets and comforters in guest rooms will be washed after every checkout.
- If guests are concerned, they may want to bring their own personal pillows for added safety.

### **Extended Time Between Guest Check-ins (applies only to cottage court)**

Haven on the Banks commits to an extended time period between each departure and arrival. Our cleaners will be using the CDC recommended processes and the products are EPA-approved to be effective against COVID-19. Upon guest departure, the houses are stripped of ALL linens, bedding, and towels and sprayed with a CDC-approved disinfectant agent that is effective against COVID-19. Once the cleaning is complete, the cleaning team will disinfect the handles, light switches, remote controls, etc. A final inspection will be conducted by the owners to ensure rentals are fully sanitized and disinfected prior to each guest rental.

### **Guest Commitment to Haven on the Banks Cottage Court and Keeper's Galley Event Center:**

- **Practice social distancing:** Put distance (approximately 6 feet) between yourself and others
- **Wash your hand often:** It is critical to wash hand regularly with soap and water for at least 20 seconds or use hand sanitizer that contains at least 60% alcohol.
- **Avoid contact:** Avoid touching your eyes, nose and mouth.
- **Wear a cloth face cover in public:** When going into a public setting, including community pools, grocery stores, gas stations, etc., wear face cover to protect others in case you are infected.
- **Disinfect your rental during your stay:** Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, faucets and sinks. Since we do not provide daily housekeeping, guests should consider bringing disinfectant wipes and spray just as they would use to disinfect their own home.

### **Plan Your Beach Vacation with Confidence**

If we all do our part to mitigate the spread of Corona Virus, we will be able to resume operations faster while keeping everyone healthy and safe. We want our guest to continue to come to the Outer Banks to rest, reconnect and rejuvenate through a beach vacation, but it is critical that we all do our part and prevent a spike in the spread of COVID-19. While beach vacations are different as we get accustomed to the "new norm," rest assured that the tradition of a beach vacation along with the feeling you get when your toes hit the sand will remain the same.