

# THE INN AT CASTLE HILL



## The Inn at Castle Hill COVID-19 Protocols and Guidelines for Safely Reopening

### PRIOR TO ARRIVAL

- Guest visitation is restricted to Massachusetts residents and out-of-state visitors who have met the 14-day quarantine requirement. *Visitors from Rhode Island, Connecticut, Vermont, New Hampshire, Maine, New York, and New Jersey are exempt from this rule.*
- Guests should remain at home if they have a sore throat, fever or cough
- All guests will be expected to wear masks in public areas of the inn and while on the estate and walking on beach
- Guest and vehicle registration forms (in lieu of onsite sign in sheets) will be emailed five days prior to arrival
- Remaining room balances will be charged on the day of the guest's arrival in order to avoid onsite transactions
- Guests will be informed via email prior to arrival about the inn's new housekeeping and dining procedures

### CHECK IN PROCESS

- Front Desk procedures and processes will be assessed to minimize guest contact with surfaces while still creating a welcoming and hospitable guest experience
- Guests will enter through the front porch, will be greeted by our front desk staff, and will pick up their sanitized room key. As always, room keys also open the lock on our front door. Front desk staff will not handle baggage at this time unless specifically requested. If so, staff will bring bags up with proper PPE and will leave bag outside guests' room
- Clear signage regarding 6-foot distancing protocol will be displayed in the foyer and in other common areas
- Hand sanitizer and masks will be available if needed. However, we encourage guests to bring their own preferred products and PPE
- **Due to new cleaning measures we will not be able to accommodate early check ins – check in begins at 3PM**

### CHECK OUT PROCESS

- Guests will be charged for any incidentals on the morning of their departure and an email receipt will be sent to limit the exchange of currency and paper receipts
- We ask our guests to open all windows before checking out of their room.
- For check out, simply place room key at the front desk and notify our staff of your departure
- **Due to new cleaning measures we will not be able to accommodate late check outs – checkout must be by 11am**
- We will no longer hold items left behind in our lost and found. Unless a misplaced item is seen as particularly valuable, it will be discarded

## COMMON SPACES

- The pantry will not be available for guests' use at this time
- Certain common areas (i.e. living room) may not be available for use at discretion of Inn staff
- The public restroom in the pantry will not be available and guests are encouraged to use individual room bathrooms
- Water bubblers, ice machines, and public coffee makers will not be available
- Foyer and veranda will have seating areas spaced 6 feet apart and will be disinfected on a routine basis using CDC-approved products
- Frequent touchpoints will be sanitized several times throughout the day. These will include, but are not limited to: *door handles, light and other power switches, stair railings, all hard surfaces (such as tables and countertops), hand sanitizing stations*
- Housekeeping managers will maintain a log listing cleaning frequency of public spaces

## ACTIVITIES

- Bikes will be available upon request and will be sanitized between use. Guests who plan to bike should bring their own helmet as the Inn will not be able to provide at this time.
- Due to COVID we encourage you to bring your own beach chairs, umbrellas, and towels. If needed, we can supply a limited number of disinfected beach chairs and beach towels will be available upon request.
- Crane Beach will be accessible to Inn guests and guests desiring to visit the beach and park will need to get a pass from the front desk
- The Crane Estate is open however the Great House remains closed. Small group CraneOutdoor and landscape and garden tours are available and are being added throughout the season. You can find out more here: <http://www.thetrustees.org/places-to-visit/northeast/castle-hill-crane.html>

## DINING ROOM AND KITCHEN

### DINING ROOM

- Guests must wear masks in dining room
- A maximum group party size of 4 people will be allowed at a dining room table
- Dining room tables will be spaced at least 6 feet apart
- To limit number of guests in the dining room at one time, we will have two breakfast seatings, 8AM and 9AM. For those who prefer to take breakfast outdoors, we will be offering a "Picnic Breakfast Box" to go option
- CDC-approved cleaning and disinfectant products will be used to wipe down dining room tables and chairs after each party
- All buffet and self-serve style dining has been modified to be individually plated and served
- Cloth napkins and linen table coverings will be single use and changed between customers

### KITCHEN

- Face coverings are always to be worn in kitchen and prep areas
- Employees will adhere to appropriate social distancing throughout cooking and prep areas to the extent possible

- Back of the house workspaces and equipment will be shared by employees to the least extent possible and will be sanitized frequently.
- Employees are not permitted to have food or drink in food service or prep areas
- Dish sanitizing machine will be emptied, cleaned, and sanitized with appropriation to usage. Temperature, chemical, and mechanical competency will be analyzed frequently and corrected as necessary
- Workstations, cooking and serving surfaces, and all applicable contact surfaces will be frequently cleaned and sanitized upon opening, throughout work periods, and with end of day protocol
- CDC-approved disinfectants, cleaners, and all applicable chemicals will be labeled, stored, and applied properly

## **HOUSEKEEPING**

- When possible, rooms will be left vacant for 24 hours after guests depart prior to being entered by any staff member
- We will not be offering daily housekeeping service for multiple nights stays unless requested by guest, to ensure minimal contact.
- Housekeepers will leave fresh items such as towels or shampoo outside the room upon request. Used towels can be left outside rooms in a provided plastic bag for pick up.
- Housekeepers will practice enhanced room sanitation by cleaning and sanitizing all hard surfaces after every use. These will include, but are not limited to: *Door and drawer handles, Light and other power switches, Chairs and tables, Sinks and faucet handles, Toilet and toilet handle, Shower/ bathtub, handles, and grab bars, towel bars*
- Only CDC-approved disinfectants will be used
- All laundry will be washed using the warmest appropriate water setting as recommended by the CDC.
- Checklists of cleaning protocols will be kept in a log along with the name of the housekeeper.
- Used room keys will be fully sanitized between guests' use

## **EMPLOYEE PROTOCOLS**

*We are committed to maintaining a safe, clean, and productive workplace for our employees.*

- We will provide our employees with the proper Personal Protective Equipment (PPE) to keep our team and our guests safe. We will ensure that employees have access to hand soap, cloth face coverings, gloves, masks, paper towels, and a designated trash bin to dispose of used items.
- Hand washing will be done frequently and effectively. Hand sinks and sanitizer stations will be fully stocked and monitored by all employee responsibility with soap, sanitizer and paper products. Hand sinks are restricted from any other use than personal hygiene
- All staff have completed a Covid 19 procedures training, have received a copy of these guidelines, and have viewed a ServeSafe video on dining practices
- Employees are urged to monitor their personal health diligently
- Employees will report any guest or coworkers suspected of being sick to the Manager
- We will ventilate workspace with open windows and doors to the extent possible