



Silver Dunes COVID-19 Health and Safety Program

Given the current pandemic and State of Florida guidelines for reopening short-term rental services, Silver Dunes has updated our health and safety program for our employees, guests, and owners. Our protocols are based on [CDC guidelines](#), [local/state governmental regulations](#), and best practices of [VRMA and VRHP](#).

Highlights of our health and safety program are provided below.

GUEST REQUIREMENTS

- 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 diagnosis, or have been diagnosed with COVID-19.
- Guests are asked to wash/sanitize their hands often throughout their stay. Sanitizer will be stationed by all public bathrooms, 1st floor elevators, and several other locations throughout the property.
- Guests are asked to practice social distancing and remain six feet apart from other guests and staff.
- To minimize contact, guests are encouraged to call the front office when needed to request items/actions from our staff (rather than physically enter the office).

CHECK-IN/CHECK-OUT

- Contactless check-in is now available, with keyless locks. When final payment is made, thirty before your arrival, an email will be sent with check-in instructions along with a keyless code to the front door. This code will work any time after 4:00pm CST on day of arrival (check in time) to 9:00am CST on day of departure (check out time).
- Before checking in and while waiting on room to be cleaned/sanitized, we ask that guests not gather in groups on walkways or in front of unit doors.

HOUSEKEEPING SERVICES

- Staff must wear gloves and masks when entering rooms.
- Individual housekeepers must stay in assigned units.
- Staff must sanitize all hard surfaces (desks, tables, tv remotes, faucet handles, doorknobs, etc.), pillows, and bed and box spring encasings.
- Staff must sanitize across all soft surfaces, linens, and bedding. Any upholstered items are to be sprayed with a linen disinfectant.



- Staff must limit interaction with guests as much as possible and practice social distancing by staying 6 feet apart.
- A door hanger labeled “This property has been disinfected and sanitized for your arrival” will be placed on the front door after the unit have been disinfected and sanitized.

MAINTENANCE

- Staff must enter the unit 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.

AMMENITIES

- Pool, fitness room, game room, laundry room, and tennis courts are open.
- Keys are required to pick up from front desk to gain access to fitness room. All keys will be disinfected after returned. Guests are asked to sanitize the equipment they used with the Lysol wipes and disinfectants, which is available in the Fitness room.
- Basketballs, shuffleboard poles, and tennis rackets are available for use and can be checked out through the front office. All items are disinfected after each use.
- Pool chairs and loungers will be spaced six feet apart and will sanitized periodically throughout each day.
- Staff will sanitize common areas of the property throughout the day (e.g., handrails, trash chute handles, pool gate openings, front office door handles).

BEACH CHAIR SERVICE

- Beach setups (chairs) will be assigned to guests each day, with groups placed at least six feet apart on the beach.
- Guests are encouraged to remain six feet apart from other beach goers and not gather in groups larger than 10.
- During busy seasons, beach set ups may be placed in additional rows to maintain social distancing.

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 is 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.



- Sanitizer and/or hand washing stations will be placed at each office door. Employees must wash or sanitize their hands prior to entering/exiting offices.
- Face masks and gloves are to be worn throughout the day, abiding by CDC mask handling procedures.
- Employees are required to sanitize their mask and uniform at home daily based on CDC guidelines.
- Employees must wash or sanitize hands at least every 30 minutes during their shift, based on CDC guidelines.
- When packages and/or mail arrive, items must be wiped down/disinfected by the person receiving the mail. Package deliveries must be placed in the designated receiving box area.

Silver Dunes has a zero tolerance for those that violate these policies.