

To Our Treasured Friends and Valued Guests,

As the coronavirus continues to have an impact around the world, we felt it important for us to communicate with you and share steps we are taking to help keep our guests and team safe.

At **Casa Grandview Bed and Breakfast**, we have always adhered to or exceeded the highest cleaning standards possible with guest comfort being our first priority. We have implemented additional measures in the face of COVID-19 to ensure that our guests feel a sense of safety and security when staying with us. We are confident that these extra measures and precautions make our **Inn** a safer place to stay so that you can enjoy your business trip, getaway, or vacation. For the safety of our guests, team, and outside contractors, we are providing Personal Protective Equipment like face masks, gloves, hand sanitizer, sanitizing wipes, etc. and have added cleaning, disinfecting, and sanitation procedures that comply with the CDC (Centers for Disease Control and Prevention), state and local guidelines, as well as those recommended by hospitality industry experts. Most recently, we have participated in training and received certification from Florida Restaurant & Lodging Association's SafeStaff Sanitation & Safety.

These changes cover all aspects of our operations, including breakfast and dining changes, guest room housekeeping, and common area cleaning and sanitation which supplement our already rigorous processes. Our goal is to ensure the utmost in cleanliness and hygiene.

We are now operating in accordance with heightened CDC, state, local, and health department guidelines for the lodging community in Stage 1 of State of Florida regulations limiting us to 25% occupancy and look forward to cautiously moving into Phase 2 once we receive approval.

Please read about our enhanced procedures below and contact us by email, text, or phone, if you have any questions regarding reservations or area business openings. Email Us-- Stay@casagrandview.com, Text Us—561.313.9695, or Call Us—561.655.8932 9:30 a.m.-4:30 p.m. daily.

Guest Check-In and Check-Out

While it is always our preference to personally welcome our guests, we agree with CDC and government guidelines that implementing social distancing guidelines is wise in the current climate. We have implemented new contactless check-in and check-out procedures for our guests' safety and convenience.

Our reservation system collects deposit payments and processes receipts electronically prior to guest arrivals, so the need for credit cards, pens, or papers to be exchanged at arrival will be limited. If a credit card needs to be run while a guest is checking in or out, we will make sure the card is sanitized prior to its return to the guest.

Check-in

Prior to arrival, guests will be emailed contactless arrival information and their keyless entry door code. Our cell phone numbers are included in the email. Please contact us via phone or text messaging, if you need anything or have any questions.

Innkeepers and staff are on-site and will be happy to answer any inquiries that you might have while remaining at an appropriate distance. The guest check-in and reception area is closed during Phase 1 Reopening.

Check-out

Since all charges are prepaid, there should be no need to settle balances due at the time of check-out. Please secure the door and turn off lights when it is time to check-out.

Breakfast

Our **B&B** full breakfast service is temporarily suspended during Phase 1. Guests may choose to request a grab n' go option for early departures, a prepared boxed breakfast delivered to their door, or request a lower room rate if they plan to sleep in and forego breakfast.

The following changes will be employed once we enter Phase 2 of the State's Reopening:

- All self-service beverages will continue to be provided in the guest room.
- Beverages will be served in socially distanced dining areas.
- Staff will be wearing face coverings during breakfast service, and as always, washing their hands before and after every interaction with you.
- We will not be pre-setting the tables in the dining room or outside dining areas. Napkins, silverware, glasses, mugs, condiments will be placed once you have been seated.
- One breakfast menu will be posted a day in advance on the center balcony tent sign for guests to read. At breakfast, staff will review breakfast options with guests and take orders.
- Dietary restrictions must be expressed at the time of reservation.
- To-go or in-room breakfasts may be discussed in advance with the innkeepers

Seating (Phase 2 of State's Reopening)

We will offer staggered reservation seating times to manage the number of guests and distance of people in the dining areas at any one time.

- The first seating arrival time will be between **8:30 A.M. and 8:40 A.M.**
- The second seating arrival time will be between **8:50 A.M. and 9:00 A.M.**, etc.
- Guests are asked to schedule their preferred breakfast seating prior to **4:30 P.M.** the previous afternoon. Please text the innkeeper at 561.313.9695.
- Please attend the seating time you have chosen for your own safety and the safety of others.

Tables will be available on the alfresco breakfast deck, south balcony, and their will be limited seating in the formal dining room. At any given seating, there will be no more tables in use in the dining areas than we can accommodate observing the recommended 6" distance between tables and guests.

Self-Serve Coffee, Tea, and Other Refreshments

Self-service amenities will not be available at this time. Bottled water, individual soft drinks, or prepackaged snacks are available by advance request to the innkeepers and will be placed in

the accommodation in advance of your arrival. Ice will be available from the innkeeper—kindly call us prior to 6:00 p.m. when you are in your accommodation to receive the ice delivery.

Guest Rooms and Housekeeping Service

We will employ a **24-hour interval** for safe time distancing between guest stays for proper cleaning and sanitation. In addition to cleaning we will use UV sanitizing wands on high touch surfaces like light switches, remote controls, keyless entry, door handles, etc.

Items such as individual amenity products, decorative throw pillows, throws, extra blankets, magazines, pens and notepads have been removed from the rooms. We will happily assist you if you request a specific item.

Once a guest has checked-out

- The room will be stripped of all linens which are then bagged in the room and taken to be washed, sanitized, and thoroughly dried prior to folding.
- Beds will be remade with clean and sanitized linens.
- All hard surfaces in the guest rooms will be cleaned followed by a sanitizing agent, including doorknobs, light switches, drawer knobs, charging/docking stations, thermostat and TV remote controls, UV light, and ozone machine.
- All soft surfaces will be sprayed with an approved CDC fabric sanitizing spray.

Bathrooms will continue to be cleaned and sanitized, including fixtures, **glass shower doors, and shower curtains and liners.**

Once cleaned to our highest standard, each guest room will be locked and will remain so until guest check-in.

Daily Housekeeping Service

Clean towels will be placed in accommodations. Should you need additional towels, please request delivery between 10:30 a.m.-4:30 p.m.

Daily housekeeping will be discontinued at this time with the exception of multiple night stays in an effort to protect our guests and minimize staff access to the room during your stay.

Trash Removal:

Trash bins with liners are placed in rooms near the entry door.

This will allow staff to minimally access guest rooms when you have left the room to remove trash without fully entering the room.

OR

You may place the bin or the bag outside of your room to signal you want removal.

Soiled/Used Towel Removal

A plastic laundry bag will be provided for towel removal. Please place the bag near the door OR place it outside of the room.

Common Areas

Common areas will be cleaned and sanitized as always. High touch areas such as keypad locks, door handles, railings, and door jams will be cleaned even more frequently by staff. Hand sanitizer and wipes will be made available to guests in their accommodation and in the common areas.

The guest restroom will be unavailable for guest use at this time. Guests are requested to use the bathrooms in their respective guest rooms.

Staff and Innkeepers

Staff has been trained for enhanced cleaning and serving procedures, and we have received **ServSafe** Sanitation and Training Certification.

Staff are provided with:

- Cloth face masks that are washed/sanitized after each use and Disposable Medical Grade Masks
- Protective disposable gloves
- Protective disposable shoe booties
- Protective splash goggles
- Temperature check screening with contactless thermometer upon arrival for work

Kitchen

Kitchen sanitation procedures as always will continue with:

High-temperature commercial grade dishwasher to sanitize dishes, flatware, and glassware.

Surfaces are cleaned and then sanitized with bleach solution per CDC requirements for sanitizing solution.

Other or Additional

Our promise to you is to make Casa Grandview B & B property as safe and welcoming as possible.

Your promise to us is to do your part to minimize risks by social distancing, hand washing, using a face-covering when required, and following sanitizing guidelines. Thank you!

Cheryl and Kirk Grantham, Innkeepers