



CAPE COD HOLIDAY ESTATES

23 Four Seasons Drive
Mashpee, MA 02649

www.capecodholidayestates.com

Ph: (508) 477-3377

OUR NEW NORMAL

**Daily Employee Health Checks * Protective Equipment * Frequent Sanitizing
Social Distancing * Hand Sanitizer * Support from our Patrons**

We are writing today as Massachusetts slowly emerges from the COVID-19 pandemic. As is probably true in your own lives, Cape Cod Holiday Estates will be required to make some very big decisions as to what the new normal will be. Our number one priority will be the health and safety of our guests and staff. With that in mind, we want you to be aware of some changes we will be implementing for the foreseeable future.

KNOW BEFORE YOU GO

Arrival and Departure:

- Plexiglass has been installed at the Front Desk counter for the protection of staff and guests.
- Masks are required when entering the lobby or any common area where you are not able to keep a minimum of 6' distancing from other guests or staff.
- Social distancing markers were added in and outside of the lobby area.
- Only one guest at a time will be allowed in the lobby during check-in.
- The occupancy limit per unit will be strictly enforced.
- Please call the Front Desk at 508-477-3377 when you arrive and a Front Desk staff member will instruct you on what to do.
- **There will not be any early check-ins.** Check-in is at 4:00 p.m. Please keep in mind that with the extra precautions and cleaning efforts in place, there is no guarantee all units will be ready at 4:00 p.m. Check-out is at 9:30 a.m. to allow housekeeping time to adequately clean before the new arrivals.
- Guests will be provided a Frequently Asked Questions handout at check-in.
- Pens, devices and other high touch areas will be cleaned after each use.
- When checking out, please drop keys in red bucket at top of office stairs and call the Front Desk staff to let them know you are leaving. If you require a receipt, please inform the desk and one will be emailed or mailed to you.

In Your Unit:

- Bedspreads, extra pillows, extra blankets and throw pillows are removed. Please bring your own pillows, blankets, and pool/beach towels if you need extras. If you need additional items, you can call the Front Desk for availability.
- Please call for towel exchange on Wednesdays between 8:30 a.m.– 3:30 p.m. You will be informed of the process for exchange. The Housekeeping staff will not enter units during your stay.
- Guests will need to supply their own sanitizing products and PPE to use throughout their stay.
- Maintenance staff will not be entering occupied units unless there is a dangerous or damaging situation. If you require service like lightbulbs, DVD/TV issues, call the front desk and the item will be delivered and left outside your unit door or maintenance can assist over the phone. HVAC or plumbing issues will be addressed, but guests will be required to vacate the unit before staff may enter.
- Pack 'n Plays will not be available.

Pool-Lodge-Activities:

- Due to being short staffed and not having the manpower to monitor and keep the pool area disinfected to the standards required, at this time the pool is closed.
- The Lodge will be closed until further notice and equipment will not be handed out, i.e. basketballs, books, games, golf clubs, tennis racquets, movies, etc. The tennis court and basketball hoop may be used with your own equipment, but know that these areas will not be cleaned and monitored regularly.
- The lobby area is closed except for check-in. There will not be a coffee station, but there will be a “first brew” provided in the units.
- Weekly activities and coffee with Mary have been discontinued until further notice.

Most importantly - if you are ill or have been in contact with someone who was diagnosed with COVID-19, please stay home. If you become ill while at Cape Cod Holiday Estates, please inform the General Manager so that proper procedures for cleaning and reporting to local public health authorities may be implemented.

We recognize that this will not be the same vacation as in the past, but please keep in mind that we only have the health and safety of our guests and employees in mind. As many of you know, a large majority of our long-standing owners are at an age where they are very susceptible to this virus. **We are truly all in this together.** As things with the virus ease and our lives return to some semblance of normal, we will slowly be able to ease many – if not all – of these precautions. Until then, we urge you to stay safe, listen to public health officials, and try to enjoy and live as normally as possible.

Above all, please remember we are all doing our best to adapt to these changes and ask that everyone show patience and courtesy to the staff and other guests during this time of uncertainty. This has been a difficult time in all our lives and we hope that being at Cape Cod Holiday Estates will help you relax and enjoy yourself while you are here.

Sincerely,

Deb Packard
General Manager, Cape Cod Holiday Estates