



Dear Owners and Guests,

We have missed you and look forward to welcoming back our owners and guests!

Since our reopening date of June 12th, we have been able to open a few more amenities. The Resort will only reopen an amenity if we can do so in a responsible manner and address all the safety protocols required and the appropriate staffing to do so.

The Cove at Yarmouth Resort is taking this virus seriously and will do everything it can to ensure the safety of our staff, guests, their families, and the community. The Resort is following all local, state and government guidelines to keep our guests and employees safe. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By visiting The Cove at Yarmouth Resort, you voluntarily assume all risks related to exposure of COVID-19. For these reasons, we ask and expect that all guests protect themselves by bringing and implementing any safety measures you feel you need and following all posted signs.

**Please be advised that Massachusetts enacted an updated travel order on Friday July 24 that is effective as of August 1st. For information on the travel order please visit:**

**<https://www.mass.gov/info-details/covid-19-travel-order>.**

**\*\*Please note, as of August 4, 2020, Rhode Island is no longer listed as a lower-risk state and effective Friday, August 7, guest entering the state from Rhode Island are part of this travel order.**

**Wondering What to Expect?** Although it may be some time before things return to normal and we are grateful that the process has started. Below are some of the guidelines that will be in place during your stay:

**Check-in:** Check in time begins at 4pm. Check-ins will be delayed due to increased sanitation protocols of rooms and front desk area. From 3pm to 5pm on check-in days (Friday and Sunday) you will be greeted by a staff member to verify if your room is clean before entering the lobby. We ask that only one person per party come to the desk to register and please do not bring your luggage or bags into the lobby. If your room is not ready, you will need to provide a cell phone number and we will notify you when your unit is clean.

**Services:**

- You will need to provide your own face covering and wear it in all the lobby, hallways and common areas.
- Your friendly resort staff will be wearing masks and gloves. CDC/EPA approved products are being used to sanitize all high traffic contact areas (door handles, elevator buttons, desks, hard surfaces, etc.)
- No daily service will be provided for rental guests
- For owners staying all week, please bring your preferred disinfectant to use during your stay.
- Towel exchange will be closed, but additional supplies will be available upon request including fresh linens and towels.
- Non-emergency Maintenance requests will be deferred until after check-out. Guests will be required to leave the unit during service work for Emergency work orders (ex. A/C or plumbing issues).

**Supplies:**

Collateral information material, paper & pens have been temporarily removed from the units. Linen and

erry requests as well as coffee supplies, pen and paper are available upon request by calling extension 696.

### Check-outs

To allow for physical distancing, please contact the front desk by phone to settle your account prior to departure. Please leave your room promptly before 10:00AM to allow for additional sanitization protocols for the next guest. Keys may be left in the room and receipts can be mailed upon request. No pool usage is allowed after check-out.

### Amenities

Due to distancing concerns, the pools will be open to in-house guests only. All guests must be present at the time of arrival to the pool area. The pool lounges/chairs and tables have been positioned for physical distancing. Once they are full, no more guests will be allowed into the pool area until someone leaves. **No saving of lounges/tables will be allowed**. No Owner Day use or additional guests will be allowed use of the pool at this time. Resort staff will be strictly enforcing all distancing rules. No exceptions will be allowed.

Outdoor Pool            9AM – 7PM Daily (Capacity 109)  
Indoor Pool            12 NOON – 9PM Daily\* (Capacity 75) \*and during inclement weather

Fitness Center            8AM – 7PM Daily By Reservation Only Dial 0  
Massage                    To make an Appointment Dial 0  
Coin-Operated Laundry By Reservation Only Dial 0

Amenities that are CLOSED until further notice:

- Hot Tub
- Steam and Saunas
- Racquet Sports Building

The Loft Shack restaurant will be open with limited seating (per State guidelines) for dinner 4pm to 9pm Wednesday to Sunday, with live entertainment each night from 4pm to 8pm. Lunch is served Saturday and Sunday 11:30am to 3:30pm **\*\*weather permitting\*\***

Resort management will continue to monitor guidelines and update the procedures, as needed. Due to the evolving nature of this virus, protocols and restrictions are subject to change without notice. We ask for your patience and understanding, as we work to reopen the resort safely and we will do everything possible to make your stay enjoyable.

Sincerely,

Michael J. Edwards  
General Manager

v. 9.15.20

For more information, click on the link below  
for our "Know Before You Go" information page.

Know Before You  
Go

COVID-19  
Updates