

Know Before You Go – Effective June 12, 2020 v12.29

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 follow all posted signs.

Please be advised that Massachusetts enacted a travel order that is effective as of August 1, 2020. For information on the travel order please visit: <https://www.mass.gov/info-details/covid-19-travel-order>.

Prior to arriving in Massachusetts, you must complete the **Massachusetts Travel Form**. The form can be found at: <https://www.mass.gov/forms/massachusetts-travel-form>. All individuals arriving in Massachusetts by any means or mode, including Massachusetts residents who have left the state for anything more than transitory travel, are covered by the Massachusetts travel order. Accordingly, even travelers not required to complete the form should act in compliance with the order.

The order requires that you **MUST quarantine for 14 days** unless you:

1. are coming from a lower-risk state (please check www.mass.gov for current list of lower-risk states), or
2. can produce, on request, proof of negative test result for COVID-19 from a test administered on a sample taken not longer than 72 hours before your arrival in Massachusetts, or
3. meet the exemption criteria in the order

Individuals **MUST** quarantine until you receive the negative result. You may obtain a test at your own expense after your arrival in Massachusetts, but you **MUST quarantine until you obtain a negative result**. Individuals who fail to quarantine are subject to a \$500 fine per day.

****Please note, as of November 27, 2020 all states are under the MA travel order except Hawaii.**

For up-to-date information – please visit: <https://www.mass.gov/info-details/covid-19-travel-order>

Per the Massachusetts Governor's order, effective Friday, November 6, 2020, all persons in Massachusetts over the age of 5 are required to wear a mask or cloth face covering over their mouth and nose when in a public location, whether indoors or outdoors, even where they are able to maintain 6 feet of distance from others, unless exempt due to a medical or disabling condition. Masks are encouraged but not required for children between the ages of 2 and 5.

At the resort, all staff and guests over the age of 2 are required to wear masks at all times, unless swimming.

The Cove at Yarmouth's top priority is ensuring the health, safety and overall wellness of our owners, guests and staff. We have increased our high standards of cleanliness by using sanitization products that meet requirements for effectiveness against COVID-19 and having staff perform additional cleaning focused on high-touch areas. Here are some of the changes you will see:

Arrival and Departure:

- Plexi-glass screens are now in place at our front desk
- We are adding distancing markers in the lobby area and limited to 12 persons at one time.
- Our Front Desk team members will be wearing masks
- Guests will be provided with a Frequently Asked Questions handout for addition information
- Pens, devices, and other high touch areas will be cleaned frequently
- Hand sanitizer will be available

Check-ins will be delayed due to increased sanitation protocols of rooms and front desk area. From 3pm to 5pm on check-in days you will be greeted by a staff member to verify if your room is clean. 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.

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.

In your condominium you will find:

- All pens and printed material have been removed. Available upon request.
- Extra linens and pillows will be bagged and in the entry closet of your room
- We have increased our focus on cleaning high-touch areas by the housekeeping staff
- Occupants will need to supply their own sanitizing products to use throughout their stay
- No daily service will be provided for rental guests – replacement linen and towels, etc. are available upon request.
- The staff will not enter your unit during your stay, except for requested maintenance issues/repairs and will be coordinated accordingly.

To encourage Social Distancing, Safety and Health:

- We have added signs reminding everyone to practice social distancing and hygiene practices
- You will need to provide your own face covering and wear it in all the lobby, hallways and common areas.
- Allow a maximum of 2 persons in the elevator at a time, except for family members
- Chairs and furniture in common areas will be rearranged per social distancing guidelines
- Additional cleaning will be focused on high-touch and hard surfaces in all common areas.

Amenity restrictions (in compliance with state & local ordinances):

- Due to distancing concerns the pools will be open to in-house guests only.
- No additional guests will be allowed use of the pool at this time.
- No pool access will be allowed after checkout.
- The pool lounges/chairs/tables have been placed for social distance. 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.**
- Resort staff will be strictly enforcing all distancing rules. No exceptions will be allowed.

Indoor Pool	9AM – 9PM Daily	(Capacity 75)
Health Club	8AM – 7PM Daily	By Reservation Only Dial 0
Racquet Sports Center*	8AM – 8PM Daily	
Massage	To make an Appointment Dial 646	
Coin-Operated Laundry	By Reservation Only Dial 0	

*For indoor tennis, racquet ball and basketball only. Reservations recommended Dial 646

Amenities that are CLOSED until further notice:

- Hot Tub
- Kiddie Pool
- Steam Room and Saunas

The Loft Restaurant: 774-552-2177 Ext. 614 www.theloftatthecove.com
Serving dinner through 12/31/2020 4:30pm-8:30pm.

Closed as of 1/1/2021. Reopening date to be determined.

In General:

- We are adding extensive maintenance inspections of all common areas and in-room
- We have added additional safety committee meetings focused on staying up to date with all new safe work practices
- Our employees will receive additional training in compliance with OSHA guidelines
- We will continue to closely monitor and certify our team member's health

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, and we will do everything possible to make your stay as enjoyable as possible.