



Charleston Harbor Resort & Marina Post COVID – 19 Talking Points

GENERAL PROPERTY

- Placement of approx. 75 touch free sanitizers around the resort – Front of House and Back of House
- Each associate take temperature from non-touch thermometers located at entrance to each building
- Management and staff trained on updated health & sanitation plans taking place throughout Resort

FRONT DESK

- All photo ID and credit cards are not to be handled by associates. Credit card readers to be “touch free”. The front desk will no longer have to touch any items directly from a guest as the photo ID will only be shown by the guest upon request from the associate
- Cash will not be accepted for payment
- Shuttle service will not be offered until further notice

ROOMS

- All glasses in rooms to be replaced with single wrap disposable cups
- Daily cleaning and attention of high touch areas: toilet seats, handles, door and furniture handles, water faucets, telephones, light switches, alarm clock, irons, hair dryers, and thermostats.
- Strategically plan room assignment giving lag time before cleaning when possible.
- Removed magazines, channel guides, decorative pillows and fireplace remotes from all rooms

PUBLIC AREAS

- Staff will be uniformed and visibly sanitizing high traffic areas in all four buildings to include elevators, door handles, trash can touch points, guest computer, chair handles, and gym equipment, every hour
- Increase frequency of all restroom cleaning, public areas, vending and ice machine

FOOD AND BEVERAGE – OUTLETS

- Social Distancing in interior dining rooms - We will only seat half of our tables at max capacity.
- Constant menu cleaning/disinfecting with distinct areas for used and cleaned/wiped menus
- Wears gloves while polishing and restocking glassware and silverware.
- No items on table – napkin, silverware and water glasses placed after guest is sat. We will use roll-ups.
- Bartender must use tongs for fruit garnishes, kept in sanitizer water between uses – kept below bar level to avoid breathing/sneezing.

FOOD AND BEVERAGE – BANQUETS

- Captains and staff trained on updated health & sanitation plans taking place throughout Resort. Must be able to speak to the various initiatives taking place in each department when asked by guests
- Flatware to be provided as a roll-up – set on each setting before each meal
- Banquet Captain managing releasing of tables for larger events

POOLS / TIKI

- Chairs will be removed, including the bar, and remaining chairs spaced appropriately for social distancing between parties/groups of guests
- There will be no orders taken on pool deck, all orders will be placed by guests at the bar
- Will inquire regarding guest's intent to order F&B. If yes, they will provide guests with a disposable menu to be filled out and a flag with a number.

RECREATION / CAMPS / BIRTHDAY PARTIES

- Letter to parents stating new guidelines taken to ensure Mini Mariners are taking all necessary precautions to provide a safe camp environment
- Create a waiver for parents to sign confirming fever-free for two weeks and their home environment has been free of COVID-19 for over two weeks and medically cleared to attend.
- Camp supplies and set up will be disinfected daily before and after each camp session

SPECIAL EVENTS

- Increase staffing to control number of guests through the door and for 6 ft. guidelines when serving F&B
- Add sanitizing stations to the beach area on back of new deck
- No Inflatables

MARINA

- Western Facing Window converted into the “Pay Station”, clients no longer enter fuel house.
- Bathrooms are closed
- Laundry open, sanitized 3-5 times a day with spray disinfectant