



NOTICE: Face coverings are mandatory while indoors at the Resort.

Dear Resort Guest,

Welcome to Shepherd's Beach Resort. We have doubled our procedures to ensure the safety and wellbeing of our guests and our dedicated team. Our Resort Staff will be taking extra precautions to encourage a safe and comfortable experience throughout the Resort.

Along with our most capable housekeeping staff, which has recently been awarded AAA's "Best of Housekeeping Award" for the second year in a row, we now have added another layer to our cleaning procedures.

Once the room attendant has cleaned a room, then our newly created sanitation team is dispatched to each room. They re-sanitize the essential hard surfaces in every room. The sanitation team is so important to us; we have affectionately named them the **S-Posse** (Sanitize Posse).

Due to the social distancing guidelines, we are not providing daily in-room service.

You can exchange your towels and trash with your room attendant or via the **S-Posse** anytime between 9 am to 5 pm. For immediate assistance, dial "0" to set up an exchange for fresh towels and trash pick up. Place your dirty towels in the bag provided in your room for pickup. Please do not leave towels and trash bags in the hallways.

Should a need arise for additional housekeeping or maintenance services in your room, we ask that all guests wear face-covering while our associates are in the room.

We look forward to making your stay enjoyable! Please dial zero if you have any additional questions or requests.

Sincerely,

Resort Staff

