



Dear Resort Guest,

First, welcome to Shepherd's Beach Resort. We have doubled our procedures to ensure the safety and wellbeing of our guests and team members. Our associates will be taking extra precautions to encourage a safe and comfortable experience throughout the resort.

Along with our most capable housekeeping staff, which recently been rewarded AAA's "Best of Housekeeping Award" for the third 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 all the hard surfaces in every room, from the entry door to the balcony. Because they are so important, we have affectionately named them our **S-Posse** (Sanitize Posse).

Due to the social distancing guidelines, we are not providing daily in-room service. To exchange your towels and trash, the **S-Posse** will be available between 9 am to 5 pm. Please dial "0" to set up an exchange for fresh towels and trash pick up. Please place your dirty towels in the bag provided in your room and dial zero when you are ready to have them picked up. Please do not leave items in the hallways.

Should a need arise for additional housekeeping or maintenance services in the room, our staff will ask that you vacate the room while they address any issues and then sanitize before you return.

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

Sincerely, Resort Staff

