

GrandOVER & Above: For Your Well-Being



In light of the current COVID-19 pandemic, we have taken numerous steps to minimize risk and enhance safety for all guests, employees and visitors.

We would like to provide transparency into our operational considerations for COVID-19 management. These guidelines will continue to evolve and be updated to reflect the safest practices set forth by our local government.

Face Coverings

- ❖ According to the NC Governor's Executive Order on June 24, 2020: People are required to wear face coverings in all public areas, whether they are inside or outside, unless an exception applies.

Guest & Visitor Considerations

- ❖ All "high touch" surfaces are being cleaned and sanitized at regular intervals.
- ❖ Hand sanitizing stations are provided throughout the Resort; at entrances, elevators, etc.
- ❖ Plexiglas barriers have been installed at relevant areas of the resort.
- ❖ We have placed appropriate social distance reminder decals on the floors of all queuing areas.
- ❖ We have Electrostatic Sprayers along with Guardian disinfectant to use in each guest room and meeting space to disinfectant the room.
- ❖ We have supplies of cotton, fabric and KN95 facemasks for team members.
- ❖ Meeting room capacities are updated to conform to social distancing guidelines.
- ❖ All valet and shuttle service is suspended until further notice.
- ❖ All team members, vendors and service technicians must have their temperature taken with a digital infrared, non-touch thermometer, wear a facemask, sanitize their hands, and answer a series of questions about their health and possible exposure to COVID-19 prior to entering the building.
- ❖ All Resort team members have completed enhanced COVID-19 prevention and preparedness training, including "Count On Me NC" Training for our food and beverage team members.



Guest Rooms

- ❖ All guest rooms are completely cleaned & sanitized using CDC guidelines before each guest arrival.
- ❖ Guest room linens are TRSA Hygienically Clean Certified.
- ❖ Housekeepers are given extensive training on cleaning guidelines.
- ❖ Housekeepers will not enter a guest room for cleaning unless specifically authorized by the guest.
- ❖ Guest room replenishment and room service will be done in a touchless delivery method.
- ❖ High touch items in guest rooms have been removed for your safety, i.e.: decorative pillows, bed scarf, coffee maker, pens, paper, magazines, etc.

Restaurants & Bars

- ❖ Café Espresso East will be open every day 7:00am – 10:00pm for breakfast, lunch, dinner and bar service with limited menus.
- ❖ Room Service is available with a limited menu. Food will be packaged in disposable containers and delivered in a touchless manner.
- ❖ DiValletta Restaurant is open for breakfast, lunch and dinner Thursdays through lunch on Sundays, until further notice.
- ❖ 19 & Timber Bar is closed until further notice.
- ❖ Each table in Café East, DiValletta Restaurant and 1808 Bar will be thoroughly cleaned and sanitized using CDC guidelines between each guest.
- ❖ At 1808 Bar, service will be available for guests seated only; no standing service.
- ❖ For your safety, we will use plastic, disposable cups and silverware rolled in linen napkins where possible.

- ❖ **According to the NC Governor's Executive Order, updated on September 1, 2020, Phase 2.5 COVID-19 Response is effective until October 2, 2020.**

Grandover Resort will adhere to these guidelines in our restaurants as follows:

- *All employees and guests will be required to wear face coverings except when seated for dining.*
- *Ensure social distancing by arranging tables and seating to achieve at least 6ft separation between parties for indoor and outdoor dining.*
- *Permit no more than 50% of maximum occupancy as stated in fire capacity.*
- *Allow no more than 6 people at a table, unless they are a family from the same household.*
- *Require patrons to wait outside where possible, with markings to ensure 6ft apart and instructions for social distancing.*
- *Provide hand sanitizer at the restaurant entrance for guest use.*
- *Each food and beverage staff member has been trained and certified by "Count On Me NC" Training.*



Golf

- ❖ Tee times are encouraged to be made and paid online to limit interaction when arriving at course.
- ❖ Tee times are spaced in 12 minutes intervals to allow for social distancing.
- ❖ Golf carts are sanitized before and after each use.
- ❖ Golfers are being asked to clear all trash from their carts after use.
- ❖ Only 4 guests are allowed in the Golf Shop at a time for check-in, payment and shopping.
- ❖ Encouraging one cart per person, unless a guest is comfortable with their riding partner.
- ❖ Rakes are removed from bunkers, flag sticks are not to be removed, and holes are raised to allow for easy ball access.

Tennis

- ❖ **Tennis courts are available to reserve by contacting Pat Williams at patwilliamst@gmail.com.**
- ❖ No water coolers will be available. Players should bring their own water bottles.
- ❖ Players are instructed to place all tennis bags and belonging along the side of fence.
- ❖ Players are instructed to not shake hands but instead offer "high 5" with rackets.
- ❖ Social distancing will be practiced during group lessons.
- ❖ Hand sanitizer is available at the courts.
- ❖ Benches, tennis balls, and hand baskets will be sanitized on a regular basis.
- ❖ Portalet will be sanitized 3x daily (before morning play, after morning play, before evening play).
- ❖ Portalet will be stocked with hand sanitizer, toilet paper, and hand towels.

Pools

- ❖ Indoor and outdoor pools are open. The hot tub is closed until further notice.
- ❖ No more than 50% of maximum occupancy as stated in fire capacity will be permitted in the pools area at a time.
- ❖ Each guest at the pool must occupy an existing chair on the pool deck in order to maintain the limited capacity.
- ❖ Lounge chairs are set up in small pods with 6-feet of distance in between pods. Chairs are not to be moved.
- ❖ Lounge chairs will be sanitized at regular intervals.
- ❖ Guests should place towels in the receptacles provided at the conclusion of use.



Spa

- ❖ The Spa at Grandover will be open Thursdays through Sundays with limited hours and offering a limited menu of services until further notice.
- ❖ Spa linens are TRSA Hygienically Clean Certified.
- ❖ **According to the NC Governor's Executive Order, updated on September 1, 2020, Phase 2.5 COVID-19 Response is effective until October 2, 2020.**

Grandover Resort will adhere to these guidelines in our Spa as follows:

- *Saunas, steam rooms, and hot tub are closed.*
- *Fitness Center is open for a maximum capacity of 4 guests.*
- *Spa will observe social distancing in lobby and treatment areas with the exception of the spa treatment being performed.*
- *Spa staff will follow CDC guidelines for cleaning all areas of the spa and treatment rooms before and after each guest.*
- *Spa will require face coverings for both employee/therapist and guests, except when directed by therapist during treatment.*
- *For safety reasons not all treatments are available at this time.*