



Over the past few weeks, it has become clear that the Coronavirus pandemic (COVID-19) brings uncertainty to current and future travel plans. Please know that we at Highlands Cove Realty are closely monitoring the rapidly evolving situation to help keep our small community and families safe and healthy.

During this time, it is important for us to continue to give you the space to relax . As you are planning your next visit, we anticipate that you may have questions about our practices relative to COVID-19. We have always taken great pride in the cleanliness of our properties and will continue to keep this as a top priority. There is no issue more important to us than making sure we manage this situation as effectively as possible, so you continue to feel confident visiting us.

What We're Doing:

- Reinforcing training procedures to ensure cleaning and disinfecting processes are followed or implemented.
- Increasing the frequency of cleaning and disinfecting commonly touched surfaces such as television remotes, doorknobs, light switches, phones, appliances, bathrooms, countertops, keys and fobs, etc.
- All linens will be washed on highest allowable temperature per CDC recommendations.
- Requiring a minimum of one day between each reservation to allow for ample time to clean and disinfect the rental.
- We have implemented extra sanitation and hygiene measures throughout each property that is in our rental program to ensure the safety of all employees and guests.
- If an employee appears to be suffering from any flu-like symptoms, they will be asked to promptly seek medical attention and to remain at home until they are free of symptoms.

Reservation Flexibility:

Due to the uncertainty of future travel, all existing reservations and new reservations will be subject to a modified cancellation policy. The modified policy will allow cancellation of reservations with arrival dates prior to June 1, 2020 up to 7 days prior to check in without a cancellation fee and with full refund of any rental payments made. This policy may be amended at any time as we deem necessary based on information from the CDC and public health officials.

We are actively monitoring the situation, reviewing guidance from the CDC and public health officials, and are ready to implement immediate changes to ensure a high level of public safety. We will continue to communicate with you in a timely and transparent way so you can continue with your travel plans in confidence. We believe it is in challenging times like these that the power of hospitality is needed most of all. You, as our client and friend, are the heart of our company and we look forward to welcoming and serving you with the Highlands Cove Realty hospitality you've come to expect.

If you have any questions or concerns regarding your upcoming reservations, please contact Ashlee Maitland in writing at reservations@highlandscove Realty.com.

Best Wishes,
The Highlands Cove Realty Team

