



To our valued guests,

We look forward to your upcoming stay with us and want to let you know of some changes we have adopted in order to operate safely and responsibly amid the ongoing presence of COVID-19.

We are committed to keeping our staff and you, our guests, safe and healthy during your visit. In order to do that we ask your cooperation in adhering to all social distancing requirements. You should also be aware that Massachusetts mandates that facial coverings be worn when proper distance cannot be met inside as well as out. Here at The Cove we will be requiring that masks be worn when in our office/lobby. In the event that you are not able to wear a mask, please let us know so that we may assist you either over the phone or outside of the office at a safe distance.



We would like to assure you that our housekeeping staff has been properly trained and are adhering to state issued enhanced cleaning protocols for maintaining our guest rooms and property and are using only CDC N-listed cleaning agents as advised. Each member of our staff will be involved with frequent cleaning and disinfecting of high touch areas. For your protection we have installed hand sanitizer dispensers throughout the property. Our team has been trained to recognize the symptoms of COVID-19 and have committed to self health checks prior to each shift. They will be staying home if not feeling well. We ask that you also assess your own health prior to your visit. In the event that you are experiencing any COVID-19 symptoms, please make the safe choice to stay home.

This is a year unlike any other and because of that you will find some things at The Cove will be a little different. While our housekeeping staff will be conducting rigorous cleaning of our guest rooms prior to your arrival, we will not be offering daily room service. We will be providing an exchange of linens and supplies delivered to your door. If there is something that requires our personal attention in the room we are still happy to schedule a time to take care of that for you.

We have worked out a couple of different options for checking in. You need not enter the office at all; you can just register online via our texting program and we will have disinfected keys waiting for you in the room. Traditional check-in at the office is still available if you prefer, or we can also make arrangements over the phone. We do ask that you not arrive prior to check in time unless you have received a call or text from us saying that your room is ready. This will enable us to safely schedule the arrival process and give our staff the time needed to properly prepare your room.

Again, we look forward to welcoming you and helping you make the most of your Cape Cod stay.

See you soon!

Thanks,  
Bonnie

[TheCoveOrleans.com](http://TheCoveOrleans.com)

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