



## **COVID-19 Frequently Asked Questions**

- **What extra precautions are you taking regarding sanitation standards?**

We are implementing extra cleaning procedures and sanitation measures in the rooms as well as continuously wiping down frequently touched surfaces in the common areas. We are taking any necessary precautions as advised by the CDC and the NC Department of Health & Human Services.

- **Is your restaurant open?**

The Restaurant is open with limited hours and limited menu. It is also limited to 50% capacity (35 people) in the dining room at any given time. Currently our restaurant is open from 8:30am – 3:30pm Wednesday – Sunday. They are closed for business on Mondays and Tuesdays. The outdoor Tiki Bar is open from 11:00am – 6:00pm Wednesday/Thursday/Sunday and 8:00pm Friday/Saturday weather permitting. Room Service is not available at this time. Take Out is available. Menu options are available on our website.

- **Are your pools open?**

Our pools are open to a limited capacity of 50%. Only 25 people are allowed in each pool at any given time. The pool opens at 8:30am and closes at 10:00pm. There are no specific pool times for individual guests, and it is based on a first come first serve basis.

- **Is your Fitness Center open?**

Our Fitness Center is currently closed and not able to be accessed. We are unsure as to when this amenity will be available to our guests.

- **Is there Daily Housekeeping Service?**

Due to Social Distancing standards we are currently unable to offer Daily Housekeeping Service. Your room will be cleaned for you the day of arrival and anything you need replenished during your stay you can call the Front Desk and we will have it brought to you.

- **Is the Beach restricted?**

The beach is unrestricted, but beach goers are asked to maintain social distancing while they are on the beach. Lifeguards are provided by Wrightsville Beach and are on duty during the summer months. We do currently rent beach chairs and umbrellas for a daily rental cost no more than \$38/day for the beach set (2 chairs + 1 umbrella).

- **Are face masks required?**

Due to recent statewide orders, Face Coverings are required in common areas where social distancing cannot be maintained. This would include the lobby area, elevators, hallways, breezeways, bathrooms, and restaurant if you are not seated at a table. Face coverings can be of multiple materials including but not limited to bandanas, scarfs, respirators, surgical masks, t-shirts, sweatshirts, or towels. Please reference Executive Order No.147 which may be found by visiting <https://governor.nc.gov/news/executive-orders>

- **What is your cancellation policy?**

Our cancellation policy is 48 hours prior to the arrival date. As long as you cancel by 4pm, 48 hours outside of your arrival date, you will receive a full refund for your reservation.

*Thank you for being our future guest and we look forward to your stay!*