



**LEGACY**  
VACATION RESORTS

## Detailed Cleaning Program

### Summary

Legacy Vacation Resorts has developed enhanced health and safety planning response to the COVID19 pandemic as part of our ongoing commitment to ensuring the health and well-being of all our guests, team members, and the communities we work and live in. Listed below are all of our plans, procedures, and protocols that outline exactly how we intend to keep our team members, guests, and communities safe. All team members will wear face masks as well as participate in mandatory temperature checks before starting their shifts.



### Legacy Vacation Resorts Enhanced Cleaning Processes & PROCEDURES FOR ALL TOUCH POINTS & SURFACES



**1 ENTRY, DOORWAYS & FLOORING**  
All entryways, bedroom & bathroom doors, and all flooring.

**2 HANDLES & KNOBS**  
Door handles, closets, drawers, furniture knobs, patio/balcony handles and drapery pull handles.

**3 KITCHEN SURFACES**  
All surfaces including refrigerators, appliances, countertops, stovetops and ovens, faucets and sinks, vents and backsplashes.

**4 BED & BEDDING**  
All bed linens including duvet covers, pillowcases, decorative pillows, throws and sheets.

**5 BATHROOMS**  
All surfaces, amenities, toilets, floors, mirrors, towel racks, door handles, faucets in sink and shower, including shower head.

**6 SWITCHES & ELECTRONICS**  
Lights, lamps, telephone, TV, remote control, alarm clock, switches and electronic controls.

**7 FURNITURE & HARD SURFACES**  
Dressers, tables, desks, benches, built-ins, end tables and nightstands.

**8 SEATING**  
Sofas, loveseats, armchairs, stools and desk chairs.

**9 CONTAINERS**  
Trash receptacles, ice bins, linen bins and totes.

**10 CLIMATE CONTROLS**

## **How We're Keeping Shared Spaces Cleaner and Safer**

Knowing our common areas are used by guests and team members alike, we have augmented our cleaning processes for everyone's safety and peace of mind. We've increased the cleaning and sanitizing schedule of all public spaces, with an emphasis on frequent contact surfaces, and updated procedures for interactions between guests and host staff.

Some examples of how we're taking important steps to bring you the excellent experience you expect from an industry leader.

- Offices, desks, counters, workspaces, and related equipment will be sanitized at least once every four hours or upon a new team member using the equipment.
- No food or drinks will be permitted in work areas.
- Key cards will be sanitized upon return and sanitized again prior to distribution.
- Key drop will be contactless with a box for guests to return their key cards to be sanitized.
- Hand sanitizer needs to be used frequently, and masks are recommended.
- Gloves will be used while transferring items to guests or receiving items.
- Lobby furniture will be arranged to ensure guests are maintaining physical distancing requirements.

## **Updated Housekeeping/Engineering Policies**

Our housekeeping/engineering policies have been modified to support the health and safety of our guests and team members. Housekeeping/engineering services will be limited to essential guest needs only.

- Housekeepers/engineers will not enter the unit when guests are present.
- When delivering requested items, housekeepers will wear gloves and mask and will not be permitted to enter rooms.
- For any engineering requests, such as a plumbing or HVAC issue, guests will be requested to leave the unit and the housekeeper will sanitize your unit after engineering completes the job.

## **Augmented Room Cleaning**

We've enhanced our cleaning process to ensure that all guest rooms are thoroughly cleaned and sanitized. We will have the following sanitization process continued for all touch points and surfaces:

- Entries and doorways - All entry, bedroom and bathroom doors will be thoroughly sanitized.
- Kitchens - All surfaces, sinks and cabinet handles will be individually sanitized. All dishes, utensils and kitchenware will be washed and sanitized upon each guest's check out.
- Bathrooms - All surfaces, toilets, floors, door handles, faucets in sink and shower, including the shower head will be sanitized with a peroxide disinfectant.
- Mirrors – Mirrors will be sanitized and then cleaned with glass cleaner.
- Furniture - All furniture, including, but not limited to dressers, nightstands, end tables, desk, benches, lamps, remotes, etc. will be fully sanitized.
- Seating – All seating, including, but not limited to sofas, loveseats, armchairs, and desk chairs will be thoroughly sanitized.
- Trash Receptacles and Ice Bins - spray and wipe with Multi-Purpose Cleaner.

## **Public Spaces**

All public spaces will be deep cleaned and continually sanitized, including back house areas and will entail the use of hospital-grade surface sanitizers and disinfectants, including germicidal wipes for routine cleaning at all touch points, including:

### **Lobby/Entry Areas/Elevators**

- Doors/handles, desks and countertops, lobby furniture, business center equipment, signature capture pad, stanchion posts, house phones will be continually sanitized at least once every hour.
- Elevators' cabs, railings and knobs to be sanitized once per hour. Signage to be placed informing the guests we not allow more than 1-2 person (or one family) to ride the elevator and where the next staircase is located.

## **Pool**

- Water features will be closed and disinfected regularly to ensure water quality.
- All pool furniture will be continually sanitized, at least once every 2 hours and deep cleaned every morning.

## **Fitness Centers**

- Fitness Center Equipment will be rearranged to ensure a minimum of six feet distance.
- Fitness Center equipment will be thoroughly sanitized after every guest usage or at least once every hour.
- Hand sanitizer and sanitizing wipes station will be installed.

## **Food & Beverage**

- Team Members will be ensured all food handler trainings are up to date along with new COVID-19 procedures.
- Hand sanitizer dispensers will be placed at key guest and Team Member entrances and contact areas.
- Health and hygiene signage throughout the outlets.
- The floor plan in the kitchen was restructured to create workstations at least six feet apart. (Allows four team members at once with no impact).
- Dining area was emptied of all tables with chairs and moved outdoors onto the pool deck area.
- Social distancing floor stickers installed inside the dining area along with touchless menu stations and electronic menu display.
- Guest traffic flow directed one way to the register and then outside to the pick-up window if guests cannot be served immediately.
- Kitchen timer will be utilized as reminder to sanitize all surfaces with special attention to high contact areas that would be touched by both Team Members and guests.
- Sneeze guards installed at registers, pick-up window, and kitchen counter.
- All snacks, condiments, small wares, and any additional items requested by guests will be controlled by a F&B Team Member.
- Guests can only access the beverage coolers and ice cream freezer. This equipment is included in the hourly sanitation schedule.
- Pool bar stools will be set in pairs at least six feet apart around the bar.
- Dining tables and bar top tables on pool deck area will be separated at least six feet or up to ten feet apart.

## **Activities**

- Team Members will be ensured all food handler trainings are up to date along with new COVID-19 procedures.
- Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and Team Member entrances and contact areas.
- Health and hygiene signage throughout the property.
- Arcade games relocated to ensure six foot distancing.
- Guest attendance monitored by Team Members and management to avoid grouping of 10 guests or more.

## **Public Restrooms**

- Every touchpoint will be sanitized at least once per hour, including (but not limited to): Stalls, Toilet paper dispensers, Door handles and Sink areas.
- Each restroom will be shut down once every 24-hour period for a deep sanitization.

All touchpoints and surfaces in the units, public areas, pools, fitness, activities F&B will be cleaned and disinfected with EPA List N approved disinfectant, preferably: