



WHITE ELEPHANTSM

HOTELS RESORTS RESTAURANTS MARINAS

WHITE ELEPHANT RESORTS COVID-19 SAFETY BLUEPRINT

WHAT TO EXPECT?

On our road to reopening, we would like to update our guests on the far-reaching measures White Elephant Resorts are taking to prepare for your return this summer.

We are following the Center of Disease Control public health guidelines, the Commonwealth of Massachusetts Reopening Plan and continuously communicating with the Nantucket Board of Health. We are proud to share with you the health and safety procedures we have developed, emphasizing on going beyond standard measures. Our team is looking forward to conversing with you about the detailed roadmap we have implemented. Our guests can rely on our expertise and experience to feel confident during their stay while we all navigate through the Covid-19 environment and beyond.

As the coming weeks unfold, we will update everyone once the final guidelines are set forth by the Commonwealth of Massachusetts for Phase II Reopening Plan.

WHAT WE ARE ASKING FROM OUR GUESTS?

Our priority is to provide a safe environment for our guests and a safe workplace for our employees. We will continue to provide exceptional experiences, compassionate care and comfort and award-winning service. In this new landscape, there may be restrictions on the services we provide. We are emphasizing our guest's feeling of security during their stay by providing options for ways of interaction with our team and services.

We are asking the following of our guests:

- Practice social distancing in public places.
- Wear masks inside all business establishments including our hotels and marina office.
- Practice personal hygiene standards as per the CDC and [Massachusetts State Government](#) guidelines.
- If you or a family member are not feeling well, please do not travel.
- Connect with our team if you have any questions prior to your arrival by e-mail at Reservationoffice@WhiteElephantResorts.com or by phone at 800-475-2637.
- A list of Frequently Asked Questions is available [here](#)

HOW OUR TEAM ARE PREPARED?

Our team are prepared to welcome you at each of the hotels and the marina. by We are following our Covid-19 Safety Program. This includes:

- Implementing full-scale enhancements to our already stringent health and safety procedures.
- Educating and training on our new rigorous cleaning and sanitizing protocols.
- Empowering our team to take care of our guests and each other.
- Coaching on personal hygiene & health protocols.
- Instruction on the proper use of personal protection equipment including masks, gloves, cleaning products and systems (both use and disposal).
- Readiness to practice appropriate social distancing measures whilst providing exceptional and responsible customer service.
- Initiating supervised daily temperature checks and personal health checklist prior to starting their work day.

WHEN WE ARE OPEN:

Our team will be:

- Practicing social distancing.
- Wearing masks whilst on property and interacting with guests.
- Wearing gloves in certain areas to reduce touch points.
- Looking forward to welcoming you!

Our guests will see:

- Touch free sanitizing stations, set in key locations in public spaces.
- Signage with reminders on public safety and social distancing.
- Open windows where possible to allow air flow.
- Overnight fogging with electro-static guns and disinfecting of public spaces.
- Tissue pull stations at doors and elevators.
- Clear plastic partitions on our front desks and reception areas.

Available throughout:

- Cashless options encouraged for payment of guest folio charges, including Apple Pay and Google Wallet.
- Disposable masks and gloves.
- Individually packaged sanitizing wipes.

PRE-ARRIVAL PREPARATION:

Our Pre-Arrival Concierge is prepared to answer all questions and requests our guests may have prior to arrival. These include:

- Housekeeping and guest interaction preferences.
- Arrival times and transportation questions.
- List of dining options including open for service, curbside pick-up, delivery and their reservation/service policies.
- Current information on on-island activities, such as golfing, boating/fishing charters, retail stores and their booking policies and restrictions.

FRONT DESK CHECK IN & CHECK OUT:

Our front desk and bell team are primed to ensure safe interactions and transitions. They will provide the following services:

- Reduced contact check-in.
- Concierge services available by email and phone.
- Bell service will remain available, with some adjustments for safety.
- Luggage delivery and pick-up will be provided based on the guest's preference.
- Fast check-out is available by calling down to the front desk and having your folio emailed upon departure.
- Upon arrival, all guests will be provided with individual hand sanitizer wipes and masks.

HOUSEKEEPING STANDARDS:

Using our well-established expertise and amplifying our already stringent housekeeping standards, we will be providing the following additional safety measures:

- Housekeeping services for guest rooms will be provided with the utmost attention to high touch areas
- Guests will have the option to choose low contact daily service.
- Guests will have the option of additional linens, towels and amenities to be delivered to their accommodations.
- Focus on the consistent and regular sanitizing of public spaces including lobby areas, restrooms, fitness spaces and public bathrooms.
- Accommodations will be sanitized prior to arrival using new technology and procedures to ensure safety
- Public restrooms will be limited to one family at a time and sanitized every half hour.
- Removal of magazines, paper products or any items that cannot be sanitized. All items remain available upon request from the front desks.
- Robes & slippers will be individually wrapped and in room upon arrival.

RESTAURANTS:

We are prepared to practice the following for both Brant Point Grill at White Elephant and TOPPER'S at The Wauwinet:

- Restaurant tables and capacities will be reconfigured based on reopening guidelines, with particular focus on using our beautiful outdoor areas at each location.
- Reservations will be required and parties must not exceed 6 people
- Creative menu options to make outdoor dining more comfortable and promote safe social distancing.
- All buffet style options have been removed including morning coffee displays
- Focus on outdoor seating including our lawn areas.
- In-room dining options have been enhanced to include family style menu items.
- QR enabled room service menus offering no contact pick up and drop off.
- Restaurant servers will be trained on safe social distancing, safe food and beverage service and will be wearing masks and gloves.
- Guests must be seated in the restaurant spaces and bar service will not be available.

TOP 5 THINGS TO KNOW ABOUT:

Nantucket Boat Basin

- Welcoming one guest at a time in the Marina Office.
- Encouraging radio, phone and e-mail communication to minimize contact.
- Dock Attendants will be wearing gloves and masks when docking boats and tying lines.
- Guests will be asked to stay on their boat while fueling and spaced at least 6 feet apart from Attendant.
- Public bathrooms and shower rooms have enhanced cleaning and sanitizing protocol and occupancy will be limited to ensure social distancing.

For more information, contact Nantucket Boat Basin at 508-325-1350 or info@NantucketBoatBasin.com.

White Elephant

- Pool Guidelines to be determined; capacities may be limited to encourage social distancing.
- Bikes, beach chairs, towels and amenities will be available and sanitized before and after guest use.
- Fitness room will be open when we are permitted to do so and will available based on the guidelines provided by Commonwealth of Massachusetts.
- Van transportation is available and vehicles will be sanitized between trips. Vans will be equipped with personal protection equipment for both guest and driver safety
- Our BMW courtesy car will be available on request for downtown drop-offs and sanitized between trips.

For more information, contact White Elephant team at 508-228-1500 or inquiries@whiteelephantnantucket.com.

Jared Coffin House

- Parlor/Library area will be open; capacity may be limited to encourage social distancing.
- Nantucket Prime Patio will be open for the season.
- Expanded grab and go breakfast will be available in the Parlor daily with individually packaged items.
- Priority Bikes will continue to be available upon request.
- Concierge services will be available at the front desk.

For more information, contact Jared Coffin House team at 508-228-2400 or Reservations@JaredCoffinHouse.com.

The Cottages at Nantucket Boat Basin

- Pet friendly cottages will continue to provide amenities, including dog beds and food and water bowls. Each to be sanitized between guest stays.
- Kitchen equipment including plates, refrigerators and stovetops will be sanitized before and after guest stays.
- New in-cottage menus for select local restaurants for delivery will be available.
- Advance grocery provisioning available through our Pre-Arrival Concierge. Provisions can be delivered to individual cottages prior to arrival.
- Bikes, beach chairs, towels and amenities will be available and sanitized before and after guest use.

For more information, contact The Cottages team at 508-325-1499 or Reservations@TheCottagesNantucket.com.

The Wauwinet

- Private beach attendant will be available to position beach chairs, towels and umbrellas at an acceptable social distance.
- Lawn seating and service will be available on a more limited basis, with chaises positioned at an appropriate distance.
- Kayaks, paddle boards, tennis, bicycles will all be available with appropriate sanitizing protocols in place.
- The Wauwinet Lady will be available with limited seating. Reservations will be required.
- Van transportation to and from town will be available on a limited schedule and capacity.

For more information, contact The Wauwinet team at 508-228-0415 or Reservations@TheWauwinet.com.