

Sycamore

1835

Summer 2020 Policy – COVID-19 Precautions

On 21 May 2020, the Governor lifted the restriction on quarantine for out-of-state visitors. Guidance for the operation of lodging was issued by the State of West Virginia on 20 May 2020. Until further notice, the following guidelines, policies, and procedures will be in effect for Sycamore. Please understand this is intended to protect your hosts, yourselves, and future guests as we continue to navigate this difficult situation.

Guest Pre-Check in Certification

Prior to check in, all guests will be required to complete a health certification. The questions on the certification will include the following:

- In the past two weeks have you been in close contact with a confirmed case of COVID-19?
- In the past two weeks have you had or are you currently experiencing a cough, shortness of breath, or sore throat?
- Have you had a fever in the last 48 hours?
- In the past two weeks have you had or are you currently experiencing a new loss of taste or smell?
- Have you had vomiting or diarrhea in the last 24 hours?
- In the past two weeks have you been in a crowded situation where people were not engaging in social-distancing rules and were, in the majority, not wearing face masks?

Along with completing this self-certification survey, we will require that all guests provide their home address and primary phone number on the form. This information is important in the event we need to contact individuals who may have been exposed to another guest while on our property. Likewise, the self-certification includes a statement that a guest will contact us in the event of a subsequent COVID-19 diagnosis which occurs within 14 days following check-out.

New Policy on Building and Room Availability

- The center bedroom, Stone House, will be unavailable until further notice.
- The apartment, Stone House, will have separate air conditioning, provided with a window air conditioning unit.
- Unless pre-arranged, no two sets of guests will be permitted in the Guest House at the same time. This means that only one of the two available rooms may be used during any given reservation. This rule will be waived for cases where two parties specifically request the entire Guest House.

- Neither the Guest House nor the apartment will be occupied sooner than 24 hours past the last check out. This will provide us time to safely clean and disinfect the guest room prior to reuse.
- With these policies in place, the maximum number of guests on the property will be limited to six. Day visitors will not be permitted when overnight guests are present.

Additional Information

- Breakfast will no longer be served as a cooked meal, available in the Stone House. Your hosts will work with you to ensure that breakfast offerings to your satisfaction will be available in the Guest House or the apartment. Options will include breakfast sandwiches, cereal with seasonally-fresh fruit, breads or muffins, and yogurts. If weather permits and with advance notice we may serve cooked breakfast out of doors.
- All outdoor patios and decks, as well as the walking paths, will be open. We ask that guests continue to socially-distance themselves from others that are not in their immediate party.
- The hot tub and swimming pool will be open. Social distancing is encouraged.
- We will now accept touchless payment by credit card. This will be done via telephone before or during your stay here. For those unable or unwilling to use touchless, payment by cash or personal check will still be accepted.
- Face masks will not be required but will not be discouraged.