



As of October 4, 2021

Measures to Prevent the Spread of COVID – 19

Since opening Fox Harb'r Resort in 2000, our loyal members, guests and colleagues have entrusted us with their care and safety. We have a long-standing tradition of setting new benchmarks for excellence in the Canadian resort industry and we are committed to continuing this tradition in this new environment. As we navigate through these unprecedented times, we remain deeply committed to the wellbeing of everyone that enjoys the resort. Today, this means helping to keep you safe by limiting the spread of COVID-19 by following the direction of the provincial health guidelines, establishing new standards of safety, enhanced protocols and procedures which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are looking ahead, through and past the COVID-19 pandemic, to ensure that you, our valued guests and members will always be looked after with the highest degree of care and comfort.

Overview

- **As directed by Nova Scotia Chief Medical Officer, all guests, members and colleagues will be required to wear non-medical masks when in all Fox Harb'r public interior places which include:**
 - Clubhouse including, Reception, Golf Shop and Restaurants
 - Spa Building including Dol-as Spa, Pool & Gym
 - Sporting Lodge
 - Golf Academy

- **As of October 4, as guided by Nova Scotia Health and the Nova Scotia Labour Laws, all employees are required to advise Fox Harb'r if they have Proof of Vaccination. Those employees that do not have Proof of Vaccination, are required to wear masks in all areas of all buildings at all times, except when eating or drinking. They are required to wear masks outdoors where social distancing is not possible. They are required to have Rapid Testing completed twice per week.**
- **As of October 4, screening at the front entry gates of the resort for guests and members where Proof of Vaccination will be required to access the resort.**

- Guests without masks will be provided a mask complimentary.
- Masks worn by all colleagues when interacting with guests in all indoor public areas.
- Increased cleaning & disinfecting frequency, with continued use of registered disinfectants proven effective in preventing the transmission of COVID-19.
- COVID-19 awareness, education & training for all colleagues.
- For more confidence in your booking, allowing change or cancellation up to 24 hours in advance of arrival.
- All Contractors as required to follow similar Proof of Vaccination protocols as Fox Harb'r employees. All Contractors are required to remain on their assigned work sites at all time, which sites are restricted to our guests and only a select few employees, where strict protocol must be followed.
- We have established a physical distancing policy for all our colleagues.
- Hand hygiene, including proper handwashing & hand sanitizer stations through-out the resort.

Pre - Arrival

- Each guest will receive communication from the hotel prior to arrival providing additional information on arrival process, hotel services & amenities, fast contactless checkout, and more.

Arrival

- Screening at the front entry gates, jet arrival area, and marina of the resort for all employees, guests, members and suppliers.
- Welcome Gate Attendants will wear masks at all times when guests and members are entering through the gate.
- The Welcome Gate Attendant will ask all arriving guest if they have masks. If they do not, a mask will be provided complimentary.
- Temporary suspension of valet parking in favor of self-parking.
- Masks will be worn by bell persons interacting with guests when 6-foot physical distancing is not possible (indoor or out-of- doors).

Welcome & Check In

- All Guest Service Agents and Bell Staff will wear a mask when in doors and out-of-doors.
- Hand sanitizers located at the front desk for guest use.
- Adjustments to front desk to promote physical distancing.
- Shift to limited no-touch payment where possible.
- Guest room keys will be disinfected after each use.

Public Areas

- Hand sanitizer stations in key areas throughout hotel.
- Increased frequency of cleaning and disinfectants registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points.
- Removal of water station; bottled water is available in the main lobby.
- Signage communicating physical distancing protocols in public spaces.

Public Washrooms & On Course Washrooms

- Frequent high-touch disinfecting with registered disinfectants, proven effective in preventing the transmission of COVID-19.
- Maximum occupancy levels are posted on the washroom doors.

Guest Room & Housekeeping

- Coffee / tea coffee maker disinfected between each use with fresh water upon each arrival.
- Guest requests carried out in a thoughtful manner with guests' safety top of mind.
- No housekeeping service while guest is in room.
- Enhanced focus on disinfection of all guest room touchpoints, plus continuation of extensive training and auditing.
- Continued use of registered disinfectants, proven effective in preventing the transmission of COVID-19
- When appropriate guest suite windows will be opened to improve fresh air circulation.
- Temporary suspension of stay-over service to limit the frequency of our staff entering your guest room. Additional towels are available on closet shelf.

Cape Cliff Dining Room & Willard's

- All guests are required by the Nova Scotia government to wear masks in both Willard's and Cape Cliff, except when sitting down to dine.
- All Front House Servers wear masks when interacting with guests.
- Seat allocation as per Provincial directives to promote physical distancing.
- Change of items / disinfection of all touchpoints on table between diners.
- Increased frequency of cleaning and disinfecting for both front and back of house with registered disinfectant, proven effective in preventing the transmission of COVID-19.
- All payment to guest or member accounts encouraged, while cash transactions are discouraged.

In Room Dining

- Contactless option for drop-off and pick-up at door.
- Shift to disposable accompaniments such as salt and pepper, ketchup, etc.
- Trays disinfected between each use.
- Delivered by a mask wearing In-Room Dining attendants
- All payment to guest or member accounts.

Pool and Fitness Areas

- All guests in the areas are required to wear a mask, except when exercising, swimming or showering.
- Access to the pool and fitness area will be restricted by hotel / member key cards.
- Physical distancing maintained via signage.
- Lounge chairs and gym equipment frequently disinfected proven effective in preventing the transmission of COVID-19.
- TV remote control has protective covering that is frequently switched out.
- Hand sanitizer stations in key areas throughout pool and fitness rooms.
- Increased frequency of cleaning and disinfecting with registered chemicals, proven effective in preventing the transmission of COVID-19, including locker rooms, fitness rooms and pool.
- Increased frequency of cleaning and disinfecting with registered disinfectants, proven effective in preventing the transmission of COVID-19 on all fitness equipment.
- Removal of all pool toys.
- Signage and markers communicating physical distancing protocols in locker rooms and public spaces.

Check Out

- Contactless checkout via email, text message, telephone or television.
- Keys may be left in room to be disinfected.
- Promote email invoice.

Dol-as Spa

- All spa staff will wear a mask and where required face shields for selected services
- Mandatory screening for all guests
- Physical distancing maintained via signage, placement of furniture, locker assignments, revised occupancy limits, and scheduling of reservations
- Lockers, vanities, showers, treatment rooms, etc. are frequently disinfected.
- A mask will be provided for you, if you do not have your own, with instruction for proper application (must be worn during treatments) wash hand with soap and water prior to applying
- Increased frequency of cleaning and disinfecting with registered chemicals, proven effective in preventing the transmission of COVID-19.
- All payment to guest or member account.
- Signage and markers communicating physical distancing protocols in public spaces.

Sport Shooting & Activities

- All guests and staff are required to wear a mask when inside the Sporting Lodge
- As group size and/or physical distancing restrictions change, then adjustments to all activities will be made to match
- Full access to Sporting Lodge with an increase of cleaning and disinfecting between groups.
- Available bookings of all activities will take into consideration extra time for cleaning and proper disinfections
- All activities are scheduled to allow cleaning /disinfecting of lodge between groups
- All equipment is sanitized before and after guest use including safety eyewear.
- No ear muffs or vests will be supplied. Only disposable ear plugs will be used.
- Extra time is taken on safety talk to ensure guests are able to load and unload without guide having to intervene and break physical distancing requirements.
- Guns/equipment being disinfected and left to rest for 15 minutes before being put away
- Disinfection of all touchpoints of recreational equipment, tables, chairs between each use with registered chemicals, proven effective in preventing the transmission of COVID-19.
- Physical distancing maintained via signage, placement of furniture, revised occupancy limits, and scheduling of reservations.

Employees

- Gloves worn as needed by department.
- Physical distancing observed in all employee areas, including dining areas and in hotel communication sessions.
- Increased frequency of cleaning and disinfection in all common areas, i.e., cafeteria, locker room, washrooms, etc. with registered chemicals, proven effective in preventing the transmission of COVID-19.
- COVID-19 related training and retooling provided to all employees.
- Signage and markers communicating physical distancing protocols throughout employee areas.

Shuttle Service

- All drivers will wear masks while driving guests
- Where possible, all guest shuttles will be cleaned between each drop off and pick up.
- The vehicles will also be equipped with sanitation supplies for guest use and safety.
- Drivers will open and close doors of all shuttles.
- Bell carts will be cleaned and sanitized between each guest pick up and drop off and deep cleaned and disinfected daily.
- Guest capacity limits will be placed on all shuttle vehicles.
- Bell persons will disinfect their hands before and after handling any guest items or be gloved.

Golf

- All Golfer are required to provide Proof of Vaccination.
- Golfers are asked to arrive no more than **20 minutes** prior to their tee time.
- Golf staffs are permitted to touch members golf bags. They will sanitize their hand prior and after.
- Golf club and bag rentals are cleaned and disinfected before and after each use.
- Golfers are not permitted to play past the group in front of them. A respectful distance from all groups must be maintained.
- Leave the flagstick in while putting. We have Ez Lyfts on all the flagsticks, do not touch the flagstick.
- If your ball enters a bunker, please give yourself a preferred lie. When departing the bunker please use your foot to smooth the sand back to how you found it, or use the rake located on the golf cart.
- All staff working in the golf shop will wear a mask.
- All payments made to the member or guest accounts with credit card transaction the exception.
- Disinfection of all touchpoints of carts between each use with registered chemicals, proven effective in preventing the transmission of COVID-19.