COVID-19 INFORMATION AND STATUS

UPDATES EFFECTIVE MAY 23, 2020

POLICIES AND PROCEDURES ARE SUBJECT TO CHANGE WITHOUT NOTICE

Lago Mar Resort is open and welcoming guests again. Our 10 acres of property, 2 swimming pools, the Soda Shop, Promenade Bar, Fitness Center, Resort Shop, Lounge, Palm Garden/Acquario Restaurant and outdoor spacious dining are all open for your pleasure. (As opening and closing times may vary at the outlets, see the Front Desk for daily times)

The beach opens Tuesday, May 26 with limited hours (sunrise to sunset) for swimming and walking. The beach is not yet open for sunbathing, sitting or lying on the beach.

The Spa and Ocean Grill remain closed at this time.

The following outline stringent COVID-19 policies, procedures and actions that apply to Lago Mar Resort accommodations, restaurants, food and beverage outlets, meeting and banquet facilities, pool facilities, fitness center, spa, lobby and other public places. The policies, procedures and actions follow the Center for Disease Control guidelines for COVID-19. These best practices are performed for the safety of you, our guests, as well as our valued employees. Thank you for your understanding during these difficult times.

EMPLOYEE DIRECTIVES:

The following applies to all Lago Mar Resort employees:

1. All employees are screened daily for COVID-19 symptoms and have their body temperature tested daily.
2. Any employee offsite who feels or exhibits any COVID-19 symptoms as outlined on the Center for Disease Control website is required not to report to work or if onsite the employee depart the resort immediately and contact proper medical personnel.
3. All employees follow strict guidelines wherever possible (depending on work assignment) regarding facial and hand protection and sanitation.
4. Do not shake hands.

REGISTRATION AND LOBBY PROCEDURES

1. **Body Temperature.** For the safety of other guests and employees, registering guests will be required to submit to a body temperature test upon arrival. Any guest refusing to comply with a body temperature test may be required to cancel their reservation and depart.
2. **Arriving Guests.** Must stay 6 feet apart from other guests and employees. Guest sitting or lounging in the lobby must stay 6 feet apart from other guests. Social distancing throughout the resort is a must.

3. **Our Welcome Team.** Registration and Welcome team wear face coverings and gloves at all times. Staff clean and disinfect counters and other touchpoints between each registering guest party. Sanitized pens are available.

FACE COVERINGS

- **Face coverings are required at all times while on Lago Mar property except when in own guest room, eating, drinking, swimming, lounging at the pool and recreational activities, but must adhere to the 6 foot apart from others as required by the Centers for the Disease and Prevention (CDC).**

ACCOMMODATIONS

1. All housekeeping staff wears face coverings and gloves and exchange gloves with each room cleaning.
2. Cleaning procedures and cleaning solutions follow CDC approved guidelines and recommendations.
3. Additional cleaning procedures will be applied to high touch areas, soft surfaces and electronics.
4. Guests have the option of no housekeeping or on-request housekeeping for their room during their stay. Place the DO NOT DISTURB sign outside your door if you do not want service or touch 0 (zero) on your in-room telephone for any of your requests or needs.
5. Upon conclusion of your stay, please place all towels in the bathtub.

FOOD AND BEVERAGE SERVICES – Note: There is no cash or credit cards accepted at any outlet except the Resort Shop. Please show your room key to our associate, print your name and sign your name on all checks. Hours and menus are subject to change at any time.

1. The **Soda Shop** is open for Breakfast, Lunch and Dinner.
2. **The Promenade and Lounge Bar** is open for take away drinks. You are not permitted to sit, stand or eat at the bar and must maintain social distancing when ordering from the bar.
3. All Food and Beverage staff, both in preparation and in service, adheres to strict precautions in facial protection and sanitation.
4. Temperatures may be taken prior service at any outlet. Any guest with a temperature of 100.4 degrees or higher will not be permitted service and asked to depart.
5. In-restaurant and outdoor dining table placement adheres to 6 foot social distancing guidelines. Restaurant and the Soda Shop capacity is 50% of total for in-door dining. A maximum of 4 persons per table is desired with the exception of families larger than 4 persons.
6. Pens are sterilized before and after guest use.

RESORT SHOP opens 10am – 5pm.

POOLS

- Lounge chairs are set in pairs separated 6 feet apart from other pairs of chairs.

PARKING

- Self-parking is recommended.

MEETING AND BANQUET FACILITIES

1. Events are set per social distancing guidelines.
2. Capacity of facilities is 50% of total.

3. All Meeting and Banquet staff, in preparation and in cleaning, wears masks and gloves, and follow procedures and guidelines outlined by Centers for Disease Control.

PUBLIC SPACES

1. Disinfectants and hand sanitizers are ready available throughout our property; we encourage their use.
2. Public restrooms are cleaned regularly with calendars noting time of cleaning.
3. Pool areas. Respect social distancing in placement of lounge chairs; we highly recommend limiting your "chair grouping" to immediate family.
4. Fitness Center is limited to 4 people at a time and respect social distancing. Clean machine with disinfectant immediately after use and discard towel properly. Open 6am – 10pm.

TO OUR VALUED GUEST

1. The COVID-19 crisis is a global concern. The many precautions and procedures Lago Mar Resort applies to every aspect of your stay are done to provide you a vacation or visitation experience that is safe, positive, fun, memorable and most of all, healthy to the best of our ability.
2. We ask for your understanding, patience and trust as we execute our policies and procedures.
3. We ask that you respect the safety and health of our team members.
4. We ask that you contact Guest Services (touch zero on your in-house telephone) if you feel any COVID-19 symptoms; our team can provide you information on local healthcare providers and pharmacies.
5. Any guest that exhibits COVID-19 symptoms should seek medical counsel and consider departing the resort.

6. We reserve the right to refuse service to any guest who does not respect our policies and procedures or puts our team in harm's way.

ADDITIONAL RESOURCES FOR YOUR HEALTH, SAFETY AND INFORMATION

- The City of Fort Lauderdale - 954-828-8000 / https://www.fortlauderdale.gov/
- Broward County Health Department - 954-467-4700 / http://broward.floridahealth.gov/
- Florida Department of Health - 850-245-4444 / http://www.floridahealth.gov/
- Centers for Disease Control and Prevention - 800-232-4636 / https://www.cdc.gov/