



The Covid Conundrum: Cleaning and Cancellations

Simply stated, we understand your concerns—we actually share them. First and foremost, and as always, our commitment is to complete guest comfort. Since 2006, we have striven to allay guest stress as part of our core philosophy, and this is more important now than ever. We know that much of your current stress centers on cleanliness and avoiding germs, as well as the ability to travel freely. We couldn't agree more.

What about Cleaning?

BESTNEST by Beverly Serral was honored to be selected as a member of the Hilton Head - Bluffton Chamber of Commerce Task Force as it devised [The Path Forward: Home and Villa Rentals](#), outlining both office procedures and enhancements to property cleaning procedures to which we ascribe.

To further illustrate and detail our commitment, we are using these products: [IonoPure](#), [Clorox, 4 CQ Plus](#), and good old fashioned alcohol. All of these products contain low or NO fragrance. Outdoor furniture is also treated.

For our guests who prefer the ultimate in disinfecting, we offer [whole house fogging/sanitizing by High Tide](#). Pricing is reasonable and billed to the guest. For total peace of mind, no one will enter the property between the process and your arrival.

Lastly, while we make every attempt to ensure every **BESTNEST** is as clean as possible, we do also encourage you to bring with you any products you particularly like or use in your own home.

What about Cancellations?

On March 13, 2020 **BESTNEST** was perhaps the very first vacation rental firm on Hilton Head Island to offer all 2020 guests a full and complete refund if they so preferred. It was simply the right and proper thing to do. As of May 15 we are finally returning to our normal cancellation policy, which states that all payments become due in full at 60 days prior to arrival, BUT with the following clemencies:

- 1) Should the Governor of the state of South Carolina impose travel restrictions, prohibit entry into our state or onto the Island, or close our beaches, you will be offered **your choice** of a full refund or credit/date change, and
- 2) Should the Governor or governing body of your state impose travel restrictions, you will be offered **your choice** of a full refund or credit/date change,

We highly encourage you to purchase travel insurance, either from us (underwritten by [CSA](#)) or with the provider of your choice.

Traditional travel insurance will not cover fear-of-traveling due to pandemic or any other reason, but it will cover you in the event someone in your group is ill. You can also search out online CFAR (Can for Any Reason) policies, but do read the fine print as they do NOT always allow you to cancel for *any* reason—and they have high premiums and do not pay 100%.

On a personal note, I have been humbled by the reviews and commentary – both public and private- by our guests over the past weeks. Crediting back hundreds of thousands of dollars was – I will not lie—nerve wracking. Would people come back? Would they reserve again? Would we make it through?

Yes, we will, and we are. And it is due in great part to you, our guests. Your support has been stellar, and we are up to the task and ready to conquer this extraordinary circumstance as best we can—without giving up what we all love most and look forward to-- a **BESTNEST** Hilton Head vacation.

We appreciate you more than you know.

Beverly Serral and the TEAM at BESTNEST.



BESTNEST
by Beverly Serral

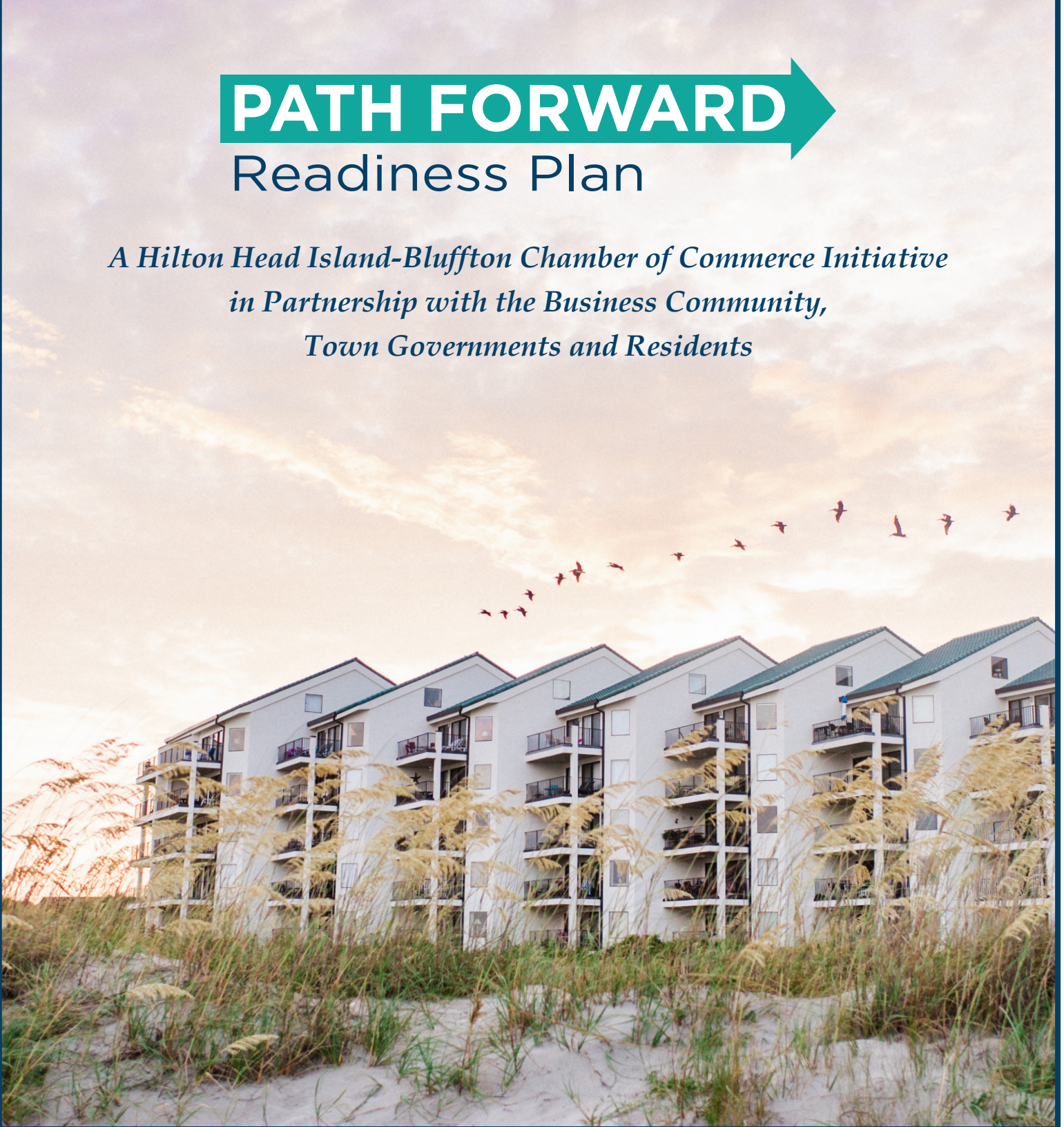
Consistently Amazing Vacation Rentals

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PATH FORWARD

Readiness Plan

*A Hilton Head Island-Bluffton Chamber of Commerce Initiative
in Partnership with the Business Community,
Town Governments and Residents*



HILTON HEAD ISLAND-BLUFFTON
CHAMBER OF COMMERCE

www.ThePathForward.org

PATH FORWARD READINESS PLAN

Home & Villa Task Force Phase One Best Practice Recommendations

The following Best Practice recommendations are meant to enhance public health and safety in response to the COVID-19 pandemic as part of the first phase of a CDC three-phase reopening plan.

CHECKLIST

Recommended Employee Safety

- ☐ Train employees on proper handwashing hygiene, use of personal protective equipment and other safety measures they should take when entering a property. Focus heavily on proper glove usage.
- ☐ Encourage employees to review SCDHEC educational videos and materials at <https://www.scdhec.gov/infectious-diseases/viruses/coronavirus-disease-2019-covid-19/educational-outreach-materials-2019-ncov>.
- ☐ Provide employees with masks and sanitary gloves they can use on property.
- ☐ Provide hand sanitizer to be used after leaving a property.
- ☐ Provide employees with information on the city and state where the prior guest came from and how long they were on the property to alert them of a need to take extra precautions.
- ☐ In keeping with social distancing recommendations, have inspectors work on their own rather than as a team unless they are part of the same household.
- ☐ Communicate with employees regularly regarding their health status and the health of anyone with whom they may be in close contact. Send home any staff member who has been diagnosed with COVID-19 or in contact with someone with the disease. Request that staff members notify management if they have traveled to a CDC-designated "hot spot."
- ☐ Advise employees to stay home if they are feeling ill or have any symptoms of a communicable virus.
- ☐ As much as possible, schedule maintenance work or repairs when properties are vacant.

Recommended Guest Safety

- ☐ Inform guests of the different island experience created by COVID-19 and remind them to bring their own masks, gloves, hand sanitizer, sanitizing wipes, etc. This could be a branded piece (letter) from the Town of Hilton Head Island that is sent with confirmation email.
- ☐ Provide guests with link to Hilton Head Island COVID-19 portal (<https://www.hiltonheadislandsc.gov/publicsafety/coronavirus/>). It includes medical resources should they develop symptoms of the disease.
- ☐ Provide link to a list to medical providers offering COVID-19 testing. (<https://www.scdhec.gov/infectious-diseases/viruses/coronavirus-disease-2019-covid-19/telehealth-virtual-care-providers-covid-19>)

Recommended Changes to Check-in Process

- ☐ Consider acrylic sneeze guard shields at front desk.
- ☐ If front of building has more than one door, designate one for entry and another for egress.
- ☐ If possible, implement “contactless” check-in via email and keyless entry to properties.
- ☐ If check-in process is in person, limit number of guests in the building, tape or mark 6-foot spacing at counter and waiting lines for social distancing, require guests to wear masks and provide hand sanitizer near entrance.
- ☐ If you don’t have keyless entry, sanitize keys prior to turning them over to guests.
- ☐ Provide hand sanitizer to cashiers and encourage them to use it regularly.
- ☐ Create system for package pickup and inform guests of the procedures.
- ☐ Create protocol for delivery of equipment, such as cribs, after a property has been sanitized.

Recommended Changes to Properties

- ☐ Professional cleaning service should be expanded to include special focus on disinfection of high-use touch points, including surfaces, door handles, curtain rods, light switches, etc.
- ☐ Disinfect with EPA-approved products.
(<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>)
- ☐ Remove bed spreads, quilts and decorative pillows. Consider adding a flat sheet on top of the blanket or a light coverlet that can be laundered with sheets, and/or
- ☐ Treat all soft surfaces, including upholstered dining chairs and sofas, with EPA-approved disinfectant spray or electrostatic sprayer.
- ☐ Disinfect TV remotes and add note or packaging indicating they have been disinfected.
- ☐ Place signage in the unit reminding guests to practice social distancing in public areas.

Other Recommendations

- ☐ Consult with property HOAs on protective measures to be taken with pools and other amenities, including limiting number of guests using the amenities at any one time, 6-foot spacing of pool chairs, increasing sanitization of all furniture and gates and providing hand sanitizer in relevant areas such as pools, fitness facilities and by elevators. Owners who are on the boards of POAs could help facilitate discussion.
- ☐ When confirming reservations, notify guests it will not be possible to accommodate early arrivals due to additional cleaning and sanitization protocols.
- ☐ Post on business door and website the Best Practices seal developed by the Chamber of Commerce certifying the business is following all recommended protective measures to safeguard public health.

Note: All Home & Villa companies must adhere to any new requirements and restrictions mandated by the governor and SCDHEC.

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I pledge that our home & villa(s) is taking the recommended steps to ensure safety for our patrons and staff.

BESTNEST by Beverly Serral

beverly@beverlyserral.com

Name of Home & Villa(s)

Email

Beverly Serral

DocuSigned by:

Beverly Serral

5/15/2020

0244E66D9DCC48F...

Type Name for Electronic Signature

Date

Upon electronic signature you will be sent the seal tool kit for your use. Thank you.



HILTON HEAD ISLAND-BLUFFTON
CHAMBER OF COMMERCE

www.ThePathForward.org

Coronavirus Sanitizing Services

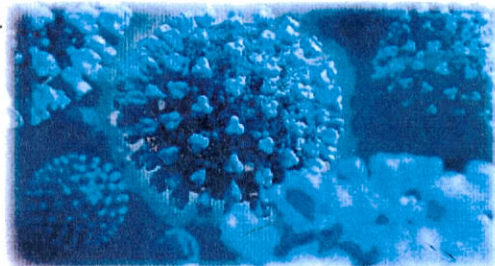


High Tide Restoration and Cleaning uses state-of-the-art technology, electrostatic technology, and hospital grade disinfectants to offer sanitizing services in business and residential properties.

Our Sanitizing Services KILLS 99.9% of The Coronavirus and harmful bacteria

DISINFECTING THE RIGHT WAY

Capable of cleaning, sanitizing, disinfecting and deodorizing in a single step, Bioesque's Botanical Disinfectant Solution is the natural solution for a wide range of cleaning challenges. This innovative product features the patented Thymox technology and a botanically derived active ingredient. It's a one-step cleaner, registered with the Environmental Protection Agency, and cleans, disinfects, and deodorizes a wide array of surfaces. It's nonabrasive, environmentally friendly, ideal for everyday use, and contains no chlorine, phosphates or harsh chemicals.



Features

- Kills Norovirus in just 4 Minutes
- EPA Registered Broad-Spectrum Disinfectant
- Kills 99.9% of Bacteria, Viruses*, Fungi & Molds
- Bactericidal, Virucidal*, Tuberculocidal, and Fungicidal**
- Disinfect, Sanitize, Clean, and Deodorize in ONE STEP
- Kills, Destroys and Eliminates Household Germs
- No Rinse Required, even on food contact surfaces
- Sanitizes Soft Surfaces in just 2 minutes
- Eliminates 99.9% of most Allergens upon contact
- Kills Odor Causing Bacteria
- Kills bacteria that can cause food poisoning
- One-step Hospital Disinfectant Cleaner
- Non-Abrasive and Non-Corrosive
- Non-Flammable – No Harmful Chemicals
- Cleans and Disinfects without Bleaching
- Free from Chlorine and Phosphates
- Pleasant Lemongrass Grapefruit Scent
- Effectively Controls Unpleasant Strong Odors
- Botanically Derived Active Ingredient
- Formulated with Patented Technology
- Effective in Restoration and Remediation
- Safe for Use on Water Mitigation (Sewage Back Up, Water Damage)
- Formulated without phthalates, propylparaben, butylparaben, formaldehyde, formaldehyde-dnors, or NPE's

**Call us for more information
843-682-2000**

info@hightiderestoration.com • www.hightiderestoration.com
Emergency services available 24/7



GENERALI
GLOBAL ASSISTANCE

Seaside Coastal Travel Insurance

Designed for guests renting coastal and other waterfront properties, Seaside Coastal Travel Insurance includes new and expanded coverages for your vacation rental stay.

If You're Driving

- 24/7 roadside assistance services
- Coverage for out-of-pocket expenses like overnight lodging if your car breaks down on your way to the rental

Sporting Equipment Coverage

- Coverage for lost, stolen or damaged sporting equipment
- If your sporting equipment is delayed more than 24 hours, we offer coverage to help you locate, retrieve and have it delivered to you
- Help protect your golf clubs, surfboards, bikes and more

Closed Beaches

Receive coverage if the beach at your destination is closed because of contaminated waters.

Closed Golf Courses and Amusement Parks

Coverage if the golf course or amusement park at your destination has to close at least half of its attractions because of severe weather or mechanical breakdown.

*Certain restrictions and state-specific exceptions apply. Review a sample Description of Coverage/Policy for full coverage details.

Coverages and Plan Features

Underwritten by Generali U.S. Branch

Trip Cancellation	100% of Trip Cost
Trip Interruption	150% of Trip Cost
Trip Inconvenience for closed: <ul style="list-style-type: none">• Beaches• Golf courses• Amusement parks	\$250
Travel Delay <i>including coverage if your car breaks down on your way to the rental</i>	\$600 (\$200 daily limit applies)
Medical and Dental	\$25,000
Emergency Assistance and Transportation (\$10,000 Limit Applies For Companion Hospitality Expenses)	\$1,000,000 (per plan)
Accidental Death & Dismemberment - Travel Accident	\$100,000 (per plan)
Baggage Coverage	\$1,000
Sporting Equipment	\$1,000
Sports Equipment Delay	\$1,000
Baggage Delay	\$1,000
Rental Car Damage	\$25,000 (per plan)

Note: Limits above are per person unless otherwise noted.

Plus, expanded covered events for adverse weather and hurricanes:

- Road closures
- Mandatory evacuations
- Interruption of essential services at the rental
- Uninhabitable rental
- Accommodations made inaccessible

10-Day Free Look


We are committed to providing you with the best possible service. That's why, if you need to cancel your plan, you may do so and receive a refund of your plan cost as long as you cancel your insurance within 10 days of purchase and have not filed a claim or departed on your trip.

Contact Your Vacation Rental Company to Help Protect Your Trip

For questions about coverage, call Generali at 866-642-5889



Travel insurance plans are administered by Customized Services Administrators, Inc., CA Lic. No. 821931, located in San Diego, CA and doing business as Generali Global Assistance & Insurance Services. Plans are available to residents of the U.S. but may not be available in all jurisdictions. Benefits and services are described on a general basis; certain conditions and exclusions apply. Travel Retailers may not be licensed to sell insurance, in all states, and are not authorized to answer technical questions about the benefits, exclusions, and conditions of this insurance and cannot evaluate the adequacy of your existing insurance. This plan provides insurance coverage for your trip that applies only during the covered trip. You may have coverage from other sources that provides you with similar benefits but may be subject to different restrictions depending upon your other coverages. You may wish to compare the terms of this policy with your existing life, health, home and automobile policies. The purchase of this plan is not required in order to purchase any other travel product or service offered to you by your travel retailers. If you have any questions about your current coverage, call your insurer, insurance agent or broker. This notice provides general information on Generali's products and services only. The information contained herein is not part of an insurance policy and may not be used to modify any insurance policy that might be issued. In the event the actual policy forms are inconsistent with any information provided herein, the language of the policy forms shall govern.



Travel insurance plans are underwritten by: Generali U.S. Branch, New York, NY; NAIC # 11231. Generali US Branch operates under the following names: Generali Assicurazioni Generali S.P.A. (U.S. Branch) in California, Assicurazioni Generali - U.S. Branch in Colorado, Generali U.S. Branch DBA The General Insurance Company of Trieste & Venice in Oregon, and The General Insurance Company of Trieste and Venice - U.S. Branch in Virginia. Generali US Branch is admitted or licensed to do business in all states and the District of Columbia.

Services Included

Provided by Generali's designated provider

Roadside Assistance

Provides 24-Hour Roadside Assistance which includes:

- Towing Service
- Battery Jump/Minor Roadside Adjustments
- Locksmith Services
- Fuel Delivery
- Vehicle Winching/Extraction
- Flat-tire Change

24-Hour Emergency Assistance Services

These services offer on-the-spot and immediate assistance for unexpected problems that can arise during your trip. The hotline operates 24/7 for help anytime while traveling.

Concierge Services

Get pre-trip assistance, help making airline, hotel, rental car and restaurant reservations, event ticketing services, help scheduling golf tee times and more.

Identity Theft Resolution Services

A service that provides assistance when your identity has been compromised while traveling on your vacation. This service is automatically included for a full 180 days starting on your scheduled departure date. ID Theft Resolution does not include, and shall not assist you for thefts involving non-U.S. bank accounts.

On Demand Medical Care

Getting sick on vacation is never fun, but it doesn't have to be difficult to find what you need. With just one call, we can provide you with immediate access to on call physicians, medical advice, even referral to a physician near you using our network of 30,000 physicians and 850,000 service providers worldwide.

Teladoc

Connect instantly with a network of physicians for information, advice and treatment, including prescription medication, when appropriate. Note: Teladoc services may not be available in all states, and international services may be limited.

No Out-Of-Pocket Medical

If you get sick or injured while traveling, we can get you to a trusted provider and even handle the payment for acute treatments up to \$1,000.