

IN ROOM ESSENTIAL REPAIR SERVICE POLICY

Port Royal Resort will follow the below guidelines for all essential repair service events:

1. Verify that no one in the room has COVID-19 symptoms prior to entering an occupied guest room that requires an essential service repair event.
2. All Facilities Maintenance Technicians are under strict policy instructions to wear protective safety glasses, protective masks, disposable gloves, and shoe covers for the duration of every essential service event they perform, including any Helper Techs as required.
3. Once the service event is complete, employees must collect all uninstalled parts, supplies, and disposable gloves used during the service event and store or properly dispose of these items. Employees then must wash their hands and use hand sanitizer to keep their hands clean.
4. Employees will ask guests to provide a clean sink with warm water and soap for technicians to wash their hands.
5. FM Service Technicians and PR guests must follow all CDC recommendations regarding social distancing. FM service technicians will maintain a minimum of 6-foot distance from our guests. We ask that guests, including pets, isolate themselves in a separate room or make other arrangements to be somewhere else during the service event.
6. FM service techs will wipe down all work area surfaces with disinfectant after repairs are completed or after each service event before leaving the room or upon returning to complete repair.