



37 Neptune Lane
S. Yarmouth, MA 02664

info@theriverviewresort.com
www.theriverviewresort.com

Ph: (508) 394-9801
Fx: (508) 394-6012

PLEASE READ

**This letter contains important information regarding your upcoming stay.
Mandatory State Travel Order: Mandated 14-day quarantine for travelers from states other than
CO, CT, DE, ME, NH, NJ, NY, OR, PA, VT, WA, WV, WY and of course MA. Details on Page 2.**

Dear Owners and Guests,

Your stay at Riverview Resort is just around the corner and we look forward to seeing you soon. Due to changes brought on by the COVID-19 virus, we wanted to communicate with you prior to your arrival to inform and prepare you for your upcoming stay.

As you can imagine, COVID-19 is having an impact on resort operations. Resort management works tirelessly to implement new operating procedures that comply with mandatory state and town safety standards that have been set for lodging establishments. The safety of our guests, employees, and community remains our primary focus. Our staff has been trained on new operating procedures and our cleaning products and procedures meet all CDC guidelines.

Owners and guests visiting the resort this season will have a different type of experience. There will be amenities and services that will be restricted or suspended. We ask and expect all owners and guests to be understanding, flexible, and considerate to any changes that we have been required to make and remember that these changes are being mandated by local and state governments. Riverview Resort maintains the right to ask any owner or guest to vacate the property if they fail to comply with any mandates, rules, regulations, policies, guidelines, or instructions.

PLEASE SEE PAGE 2 FOR A DETAILED LIST OF WHAT TO EXPECT.

While Riverview Resort will do everything it can to ensure the safety of our staff and guests, an inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By visiting Riverview Resort, you voluntarily assume all risks related to exposure of COVID-19. For these reasons, we ask and expect that all guests protect themselves by bringing and implementing any safety measures you feel you need.

PLEASE NOTE: We are asking that anyone with reservations contact the resort prior to your arrival. This provides the opportunity to answer any further questions you may have. Please call the resort at 508-394-9801 or email us at info@theriverviewresort.com.

Despite all these restrictions and changes, we are fully committed to doing all we can to keep the family-friendly service and vibe at Riverview Resort alive and well! We will be smiling behind our masks and will navigate this unprecedented and interesting season with an open mind and great optimism.

Sincerely,

Jeff Phillips
General Manager

BE PREPARED AND KNOW WHAT TO EXPECT

Massachusetts Mandatory Travel Order

- Mandated self-quarantine order: 14 days (or for the duration of your stay if less than 14 days) for all travelers from states other than CO, CT, DE, ME, NH, NJ, NY, OR, PA, VT, WA, WV, WY and of course MA.
- Travelers must complete a Massachusetts Travel Form and submit the form to the MA Department of Public Health. Form can be found here: <https://www.mass.gov/forms/massachusetts-travel-form>
- Travel Order can be viewed here: <https://www.mass.gov/info-details/covid-19-travel-order>
- Exemptions to the Travel Order can be found here: <https://www.mass.gov/guidance/guidance-for-travelers-arriving-in-the-commonwealth-of-massachusetts#there-are-three-exemptions-to-the-quarantine-requirement->
- You may obtain a test at your own expense after your arrival in Massachusetts, but you MUST quarantine until you obtain a negative result.
- Individuals who fail to quarantine are subject to a \$500 fine per day.

All owners and guests must comply with the following safety requirements.

- If you are experiencing symptoms of COVID-19, please do not enter the resort.
- If you begin to experience symptoms of COVID-19 during your stay, you must notify the front desk immediately.
- Owners, guests, and employees are required to wear masks while in common areas such as lobby and hallways.
- While in common areas, please practice social distancing by maintaining 6' from one another.
- Please read and follow all posted signage.

The following amenities are available through sign-up only. You will be able to reserve time slots for these amenities for your family or group on a first-come, first-serve basis. Cleaning of the amenities will take place between reserved time slots. Limited to one room per time slot. No combined-room groups allowed. See Front Desk for details.

- Indoor pool (no hot tub)
- Fitness room

The following services have been suspended. We do not know when these resort services will be allowed to return.

- Community room & community kitchen – Management and the Board of Health conclude that the logistics of this amenity do not allow for proper CDC cleaning requirements and guidelines and therefore remain closed for the safety of owners and guests.
- Ice machines
- Lobby coffee
- Daily newspapers
- Outdoor games
- Weekly owners meeting
- Hot tub – Per State regulations
- Business center – The front desk will be happy to assist you with any business center needs.
- Brochure racks and in-room guest directories. The front desk is happy to assist you with any related needs.
- Blankets, comforters, and bedspreads will be removed from all beds. Sheets, pillows, pillowcases, and towels will still be provided. Please be prepared to bring any blankets or bedding you may need during your stay.

The following services or amenities are currently restricted.

- To limit physical contact, we ask that you call the front desk for any front desk, housekeeping, or maintenance needs.
- Housekeeping and maintenance services will be limited and upon request only.
- Housekeeping, maintenance, and front desk employees will not enter your room while guests are present.
- Front desk and amenities hours may be reduced during your stay.

Items to consider bringing with you.

- Masks, which will be required and are not provided by the resort.
- Hand sanitizer, disinfectant wipes, gloves, etc.
- Blankets
- Coolers, as the ice machines will not be available.
- Disposable paper or plastic plates, cups, and utensils. Please note, our housekeeping department thoroughly washes dishes and kitchenette items upon check-out and those items will remain available.

Frequently Asked Questions.

- Q: Are local restaurants and businesses open?
A: Most restaurants, shops, beaches, and attractions have reopened but with restrictions.
- Q: What if I do not feel I need to wear a mask or distance myself?
A: As a business we are required to implement and follow all regulations and guidelines. All owners, guests, and employees must also comply with these regulations and guidelines while on property. **Failure to comply may result in being asked to vacate the resort.**