

COVID-19 Notice and Disclaimer to Guests

On March 11, 2020, the World Health Organization declared COVID-19 a global pandemic. The COVID-19 pandemic has had an unexpected and profound impact on all of our daily lives and our businesses. COVID-19 has changed a lot about the way we at Chatham Vacation Rentals, LLC do business and the ways in which we interact with guests.

While much uncertainty and apprehension around COVID-19 remains, we do know that COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. It may also spread by touching a surface or object that has the virus on it, then touching your mouth, nose, or eyes. Some evidence suggests that COVID-19 can live on certain surfaces for several days.

There is a risk that you could contract COVID-19 while staying in one of our homes.

At Chatham Vacation Rentals, LLC, we have implemented various preventive measures aimed to reduce the risk of the spread of COVID-19 among our guests, homeowners, vendors, and employees. However, we do not guarantee or warrant against the risk of infection.

None of the information provided herein is intended as medical advice. This Notice and Disclaimer is intended as a warning to our guests of the risk of contracting COVID-19, a disclaimer of our liability and the liability of our homeowners associated therewith, and an explanation of some of the things we're doing to mitigate the risk of the spread of COVID-19, as well as some of the things we believe our guests can do to help.

Here's what we're doing:

We have enhanced our cleaning procedure in all homes, giving special attention to clean and disinfect frequently touched surfaces such as tables, faucets, railings, light switches, and doorknobs. Our house checkers perform routine quality assurance audits for cleaning and inspecting in our homes.

For reservations that include linens, in effort to limit our staff's contact with bedding, we will make beds with fitted sheets, flat sheets, and pillowcases only. Extra pillows, shams, comforters, and blankets will be placed in the bedroom closets.

We have implemented a company-wide policy designed to limit physical interactions between employees and guests, owners, vendors, and visitors in our offices, as well as physical interactions among our employees. To the fullest extent possible, our employees are working remotely. Employees working in or around our offices, working inside of our homes, and physically interacting with guests and owners are directed to adhere to specific general hygiene and physical distancing requirements.

The cleaners that we contract will wear masks and disposable gloves while inside our homes. Our staff, while interacting with guests outside of our offices will wear masks. Inside of our offices, we have installed clear, plexiglass shields at our front counters, and employees are required to wear masks during all face-to-face interactions.

We have implemented a remote check-in process for our homes. This will be announced in the coming weeks. We are restricting access to our offices. Any visitors entering our offices must wear masks.

To further limit physical interactions, our staff will work with guests via phone or videoconference to troubleshoot any maintenance or service requests. Our staff will enter guest-occupied homes only if requested and absolutely necessary. Our agents and contractors may not enter an occupied home until all occupants have relocated to a separate, distant area within or outside of the home.

Here's what you can do:

Staying healthy and mitigating the risk of contracting COVID-19 will require your help. Protect yourself and exercise social responsibility. Maintain at least six (6) feet social distancing from others when possible. Wear a mask, particularly in places like grocery stores and other public-serving businesses. Wash your hands using soap and water for at least twenty (20) seconds as frequently as possible. Carry hand sanitizer and use it frequently. During your stay, regularly clean and wipe down high-touch surfaces. Clean and wipe down personal items such as phones and wallets, and clean areas inside of your vehicles, such as steering wheels. Avoid contact with others who are sick. If you feel sick, isolate yourself from others and seek medical attention.

Thank you.

Vacationing in Chatham this year will, no doubt, be different than ever before. We ask for your patience, understanding, and flexibility as we all adapt to change in light of COVID-19. Despite the changes, and despite the uncertainties associated with COVID-19, Chatham Vacation Rentals remains committed to providing a memorable and enjoyable vacation for you and your family. Stay safe and have fun. Thank you for staying with us.

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