



The Inn at River Oaks

January 9, 2021

Hi!

I wanted to let you know the safety steps that we are taking at The Inn at River Oaks in light of Covid-19. As you know, we offer a contactless check in via the OpenKey Mobile app as we have since April 2019, but we have instituted additional cleanliness and safety measures.

For the foreseeable future, we will not service rooms during guest stays to avoid any potential contact. If you need anything during your stay, please call the Inn phone number at 910-457-1100 and if no one answers there, call Rebecca (the owner's) cell phone at 910-443-0371. Should you need anything, we will do our best to accommodate and will drop off a bag with fresh towels, additional cups, coffee, coffee condiments, trash bags, toilet paper or other items upon request.

We use hospital grade cleaning products throughout the cleaning process, but I will highlight just a couple of the measures we are taking. During our regular cleaning process, we wipe all surfaces with a disinfecting spray as well as spray a sanitizer on them. You might notice water spots on some surfaces as we have been instructed to let the sanitizer air dry. High touch areas like the door handles, remote controls and light switches are being wiped down not only during our regular cleaning process but also as we check rooms daily between guest stays.

We wipe our exterior furniture and door handles daily as well as wiping and sanitizing our ice room high touch areas, but please use your best judgement if you are going to be using any of the shared spaces as we cannot be here to wipe and sanitize them after each guest use.

While restaurants are open for takeout and limited indoor seating, it is important to note that if you would like to throw away takeout containers there are two locations that you can utilize: trash cans next to the inn laundry room in the central courtyard or the dumpster at the end of the Inn driveway at Leonard St.

As of 5pm on June 22, Southport has decreed that face coverings are required in public when social distancing cannot be followed. If you would like to read the order, you can find it at this website: <https://southportnc.org/wp-content/uploads/2020/06/Revised-Proclamation-signed-6.22.2020.pdf>.

The order allows for some medical and religious exemptions, but I wanted you to be aware. My team and I at The Inn are outdoors and working cleaning rooms which is physically demanding and is dangerous for us to perform such activities while wearing masks. We will follow physical distancing and will not approach you unless you invite us to do so.

NC has just added a curfew of 10pm unless you are travelling for work, need groceries or there is an emergency.

We are so excited to be open again and thankful to have you staying with us,

Rebecca
Owner/Manager
Cell: 910.443.0371