

For Your Well-Being

In light of the current COVID-19 pandemic, we have taken numerous steps to minimize risk and enhance safety for all guests, employees and visitors. We would like to provide transparency into our operational considerations for COVID-19 management. These guidelines will continue to evolve and be updated to reflect the safest practices set forth by our local government.



★ *Count
ON ME* NC ★



Guests & Visitor Considerations

All "high touch" surfaces are being cleaned and sanitized at regular intervals. Hand sanitizing stations are provided throughout the Resort; at entrances, elevators, etc. Plexiglas barriers have been installed at relevant areas of the resort. We have placed appropriate social distance reminder decals on the floors of all queuing areas.



Employees

All team members, vendors and service technicians must have their temperature taken with a digital infrared, non-touch thermometer, wear a facemask and sanitize their hands prior to entering the building. All Resort team members have completed enhanced COVID-19 prevention and preparedness training, including "Count On Me NC" Training for our food and beverage team members.



Guest Rooms

All guest rooms are completely cleaned & sanitized using CDC guidelines before each guest arrival. Guest room linens are TRSA Hygienically Clean Certified. High touch items in guest rooms have been removed for your safety, i.e.: decorative pillows, bed scarf, coffee maker, pens, paper, magazines, etc.



Restaurants & Bars

Permit no more than 50% of maximum occupancy as stated in fire capacity. Ensure social distancing by arranging tables and seating to achieve at least 6ft separation between parties for indoor and outdoor dining. Provide hand sanitizer at the restaurant entrance for guest use.



Golf

Tee times are spaced in 16 minutes intervals to allow for social distancing. Golf carts are sanitized before and after each use. Only 4 guests are allowed in the Golf Shop at a time for check-in, payment and shopping.



Tennis

Tennis courts are available to reserve by contacting Pat Williams at patwilliamst@gmail.com. Social distancing will be practiced during group lessons. Hand sanitizer is available at the courts.



Pools

Indoor and outdoor pools are open. The hot tub is closed until further notice. No more than 50% of maximum occupancy as stated in fire capacity will be permitted in the pools area at a time. Lounge chairs are set up in small pods with 6-feet of distance in between pods. Chairs are not to be moved. Lounge chairs will be sanitized at regular intervals.



Spa

Spa linens are TRSA Hygienically Clean Certified. Spa staff will follow CDC guidelines for cleaning all areas of the spa and treatment rooms before and after each guest. Spa will observe social distancing in lobby and treatment areas with the exception of the spa treatment being performed.

For a detailed version of our GrandOver & Above safety steps

[Click Here](#)