

## **YOUR HEALTH AND SAFETY: OUR # 1 PRIORITY**

We wanted to share some of what we've been up to, and what we're doing to better our impeccable standards:

- All guest accommodations, as well as all indoor common areas, are receiving a “deep clean plus.” It has always been our practice to put every guest accommodation and all public areas at Pineapple through what we call a “deep clean” twice a year. In addition to what is typically done, we are now undertaking floor to ceiling cleaning and disinfecting of all our rooms, of every surface, inch by inch. And yes, this includes sanitizing of TV remotes, doorknobs, light switches, and much more. This detailed COVID-19 cleaning and disinfecting will be in place during your stay as well as once rooms are turned over. For now, all rooms will be vacant for at least 24 hours prior to any subsequent occupation, so as to be cleaned and disinfected according to these new standards.
- We have invested in a botanical disinfectant cleaning system that will be used both indoors and outside property wide. It is a machine powered mist, similar to what major airlines and hotels are using to disinfect their cabins and accommodations. Rest assured, it meets all EPA requirements, is toxic free and eco friendly.
- You'll be offered the option of full service daily room cleaning, and evening turn down service, or having us simply drop off items that need to be replenished, at your request.
- All employees will be required to wear masks and gloves, at least for the time being. Employees will also have their temperature taken upon arriving for work, and will be sent home should there be any indication of a fever.
- We have added several hand sanitizer stations throughout the property, as well as individual hand sanitizer bottles in each room, and the common areas. Guests will be asked to wear masks per Broward County/ CDC recommendations, whenever in our office/ reception area (with the exception of while eating breakfast). Masks and gloves, if they so wish, will be available to all.
- We've rearranged our pool seating areas, and added more sundeck space to better adhere to social distancing recommendations. Pineapple is a unique resort in terms of its size and privacy in our gardens and grounds. Since we do not have the typical space limitations of other properties, any congregating can be easily resolved. With 2 pools, 2 jacuzzis, and lots of lush nooks and crannies where you can relax privately, and undisturbed atmosphere awaits your visit.

- Our full service gym will now be by appointment only, limited to you and your travelling companion only, and thoroughly cleaned and disinfected in between appointments.
- We've looked at every food service item we offer, and made changes to how they're presented, without sacrificing quality.
- We've also added a new contact free check in service called **PINEAPPLE EXPRESS!** It allows guests to check in without a formal check in process, and proceed directly to your room on arrival.

Our decision on when to reopen was predicated on a confidence that we can provide you not only a superior vacation experience but one that meets and exceeds health and safety standards. This will be our guiding principle going forward, as we take your health and well being very seriously. *We get it...We got this!*

So give us a call or send us an [email](#). If you're a first time guest, we look forward to showing you how we've achieved our stellar reputation! If you're a returning guest, we look forward to welcoming you back to your **happy place!**