

To our valued guests:

We are very happy to have you as our guests during these unique times. While the Governor of Florida has given us the green light to continue short term vacation rentals, we want to let you know that we are taking extra precautions when it comes to our check-in/check-out procedures, laundry services, and rental cleanings. Please take a minute to read over some of our updated policies so you know what we have done in preparation of your arrival, and what YOU can do to help during your stay.

Check-in/Check-out Procedures:

All check ins will be done remotely. You will not need to meet anyone to pick up keys. You will receive directions to the property and a unique access code for the door. With all of the extra cleaning and sanitizing steps we are taking, it is imperative that all guests stick to our stated check in time of 4:00 pm or later, and check out time of 10:00 am or earlier. The cleaning crews will need plenty of time to make sure that the house is prepared in a safe manner before and after your stay. On check in day, we ask that you do not enter the house if the cleaners are still there. In most cases, they should be gone by 4:00. On check out day, the cleaners will not enter the house until you have completely vacated, so it is very important to be checked out by 10:00 am. We truly appreciate your help with this.

Cleaning Crew Procedures:

Since early March, our cleaners have been taking many extra measures to ensure that the house is properly cleaned and sanitized for our incoming guests. Using CDC and EPA recommended products and methods, our cleaning crews are working hard to make sure that you will find the home in proper condition upon your arrival. Below are some of the extra measures they are taking between each reservation:

- Disinfecting products used on all major and frequently touched surfaces.
- Appliance surfaces including handles are disinfected
- Dishes are washed in the dishwasher
- Linens, towels, etc are laundered on site using the available sanitation settings
- Unnecessary décor items (decorative pillows, throw blankets, etc) may be put away
- Soft fabrics (bed spreads, sofas, etc) will be thoroughly sprayed with approved sanitizer
- During cleaning time, crew will frequently wash hands and wear protective gloves and masks
- Cleaners will remove gloves, use sanitizer, then put on fresh gloves after handling dirty linens
- Ice in the freezer will be discarded and ice tub sanitized. Please allow time for new ice to generate (this will not apply to automatic ice dispensers)

What You Can Do:

We know you are here on vacation, and we want you to enjoy every minute of your stay. During your visit, there are things you can do to help out. Wash your hands regularly, especially when coming from any populated area. We have provided extra cleaning supplies and we encourage you to use them during your stay. If you use a small appliance (toaster, can opener, etc), please wipe it with a sanitizing wipe or spray it with cleaner before putting it back in the pantry. Otherwise, please leave it on the kitchen counter so our cleaners know to sanitize it before the next guests arrive. The bed linens will be cleaned and beds made prior to your arrival. However, if you are concerned about using our linens, feel free to bring yours from home. If you decide to do this, please put our linens in a pile in a corner of the room. We will clean them again after your stay. The folks at the St. Augustine Distillery have provided a sample of their hand sanitizer for your use during your visit. Heading into town? Take it with you! Also, don't forget to visit the distillery for some of their other gifts that are more interesting than hand sanitizer!

Once again, we are very grateful to have you as our guests. Please enjoy the beach, the house, and our city! Please feel free to visit our local businesses and tell your friends and family about your experience.

Everyone at Wren Beach Rentals welcomes you to the beach!