

Safe Business Reopening Plan

Brian & Stephen Osserman (vacation rental operators)

1. As per instructions from the county, we will post signs at the house entrance regarding social distancing and use of face coverings, even though these instructions will not apply except when the need arises to have people from outside the guests' household in the house (e.g., if an urgent maintenance issue arises). We will also post the required sign directing guests not to enter if anyone in their party has COVID-19 symptoms or has been diagnosed with COVID-19, although this will only apply to initial check-in.
2. We do not have employees. Our housekeeper has indicated that she has an adequate personal supply of masks and gloves. We will encourage our guests to bring their own reusable face coverings, but will supply a limited number of disposable masks to each set of guests for use when going out in public.
3. We have provided our housekeeper with detailed instructions on the cleaning protocols mandated by the state guidance document for lodging operators.
4. Our housekeeper will wait 24 hours after guests leave before entering the house. She or an alternate will work alone whenever possible, and will use face coverings and gloves as much as possible. If more than one person is required to be in the house at once, they will both wear face coverings and maintain a minimum of six feet of distance between them.
5. We will have a minimum 48-hour gap between stays. Our housekeeper has been instructed to self-screen and not to work if she has COVID-19 symptoms or if she or a member of her household has been diagnosed with COVID-19. We have implemented the state guidance on cleaning and disinfecting between stays, including washing all linens and kitchen items between stays. We have also made many changes to facilitate thorough cleaning and disinfection, including removing extraneous and difficult-to-clean items and adding easy-to-clean surface covers such as vinyl tablecloths and some shelf liners.
6. Following the county guidance, we are strictly limiting reservations to single households. We are also informing all guests of the county prohibition on all social gatherings.
7. Due to the single-household restriction and prohibition on social gatherings, we anticipate that physical distancing will not typically be necessary, but as described above we are posting the relevant signage at the entrance and will inform guests that if anyone from outside their household is in the house for any reason, physical distancing must be practiced at all times.
8. Our payments will be primarily by online credit card payment, with the possibility of occasional mailed checks as well.
9. Robert Jourdain (707-937-2328) is available to be on-site within one hour if needed. Questions regarding protocol can also be directed to Brian Osserman at 530-302-3522.

10. Reservations will be primarily booked through VRBO.com, with the possibility that some may be booked via personal email.
11. We are providing linens for a household containing up to two adults (sharing a bed) and three children in a separated shared room. If a household has up to two additional adults and wishes to bring their own bedding, we will allow them to use an additional full bed in a third room.
12. We have a single house with occupancy limits as described above.
13. We require a minimum of 48 hours between occupancies.
14. We will require guests to sign an agreement that they have read and agree to abide by the county health order. The agreement will also specifically highlight the requirement to limit the rental to a single household, the prohibition on social gatherings, and the applicable requirements for face coverings when going out of the house. In addition, the agreement will detail plans for guest self-screening prior to arrival and for quarantines, as well as the possibility of cancellation due to quarantine of previous guests or unavailability of a housekeeper to prepare the house.
15. The house has a first-floor bedroom with separate entrance and adjoining full bath which could be used for isolation purposes. We will extend the rental as necessary to complete any required quarantine, and we will ensure that sufficient food and necessities are delivered to the guests. The guests will be financially responsible for all associated costs, including any necessary additional nights of lodging at our usual rate.
16. Our property does not have a sauna, hot tub, or steam room.