This template is meant to be an example for you to adapt to your needs and particular situation.

Hi [guest’s name],

We are looking forward to your arrival at our home [or property address or name] on [date]!

Due to all the uncertainty and concerns caused by the coronavirus, we want to let you know that we’re taking extraordinary steps this season to assure your health and comfort while you’re with us. After all, a vacation should be anticipated with excitement, not worries about safety.

Although cleanliness has always been a top priority for us, this year we are taking extraordinary precautions to disinfect as well, following the guidelines provided by the Mass.gov [**Safety Standards and Checklist: Operators of Lodging**](https://www.mass.gov/info-details/safety-standards-and-checklist-operators-of-lodgings). Here are the measures we are taking to ensure your family’s safety this summer:

* The house will be professionally cleaned and disinfected prior to your arrival.
* In addition to regular and thorough cleaning, the cleaners will also disinfect frequently touched surfaces such as countertops, table tops, faucets, doorknobs, handles, cupboards, locks, light switches, and remote controls.
* We will provision the house with cleaning and disinfectant supplies such as sanitary wipes, disinfectant, etc. [as well as paper products such as paper towels, toilet paper, napkins, paper cups and plates.]

In addition to our concerted efforts, please be aware that it will be necessary for you to take some added precautions upon your arrival and departure.

**Prior to and after your arrival:**

* If you or anyone in your party test positive or show any symptoms related to COVID-19 prior to your arrival, you/they may not enter the house, and you must notify us immediately.
* If you or anyone in your party test positive or show any symptoms related to COVID-19 after to your arrival, you/they must notify us immediately and make arrangements to leave as soon as possible.
* If you or anyone in your party test positive or show any symptoms related to COVID-19 within 2 weeks of your stay, you/they must notify us immediately.
* Follow the CDC’s guidelines for cleaning and safety throughout your stay.
* Your check-in time may be delayed in order to enable the cleaners adequate time to prepare the house safely for you. We will let you know more specifically as soon as we can.

**Prior to your departure [Note: these are sample options to add to your normal check-out requirements]:**

* Be sure to leave promptly by check-out time.
* Remove all trash and place it in the covered bins provided.
* Run any used eating utensils, plates, and glassware through the dishwasher and leave it closed.

**Suggestions of supplies you could/should bring**:
We plan to provide house cleaning and disinfectant products. But due to limited supplies here on [the Cape/the Island], we urge you to bring as many provisions for your personal protection (masks, gloves, hand sanitizer) during your stay as possible. You should even consider bringing food items as it may be preferable to eat at home more often than usual.

**Linens**:

Although we provide [pillows, pillow covers, and mattress covers/pads], you may prefer to bring your own as well as bed linens and towels. Or you can rent them at [local linen rental company].

We are sorry for the inconvenience and ask for your patience and cooperation as, together, we make every effort to preserve your safety as well as that of our excellent cleaners.

Please don’t hesitate to let me know if you have any questions about the property or special concerns about your stay.

Sincerely,

[Your name]

Possible additions:

**Commonwealth of Mass. Re-opening guidelines**: [Mass.gov/covid-reopen](http://www.Mass.gov/covid-reopen).

**CDC cleaning guidelines**: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

**EPA’s info about the coronavirus**: <https://www.epa.gov/coronavirus>

**Concerns about the ferries:**
For any questions about ferry service to and from the Islands, visit the Steamship Authority’s website at: <https://www.steamshipauthority.com> And for information about safety protocol on the ferries: <https://www.steamshipauthority.com/2019coronavirus>