

COVID 19 Frequently Asked Questions

Hawks Cay Resort has a longstanding commitment to ensuring the safety and wellbeing of our guests and staff. As we continue to assess and respond to the challenges facing all of us due to COVID-19, we have made changes to the guest experience to ensure the safety of everyone on property. As always, we look forward to welcoming you to our island paradise and hope you enjoy the fresh air, wide-open spaces, and friendly faces serving you.

Here are some of the most frequently asked questions about our current protocols and guidelines.

What are you doing to keep the guestrooms and villas safe for guests?

We have modified our housekeeping services so that all guestrooms are cleaned and sanitized to meet the guidelines issued by public health agencies and the American Hotel Lodging Association. Once a room has been cleaned, it is sealed until guest check-in. Hotel staff will not re-enter any guestroom once a guest has checked in unless a special request, such as to receive fresh towels, has been made.

How have you enhanced your public spaces and changed staffing procedures to keep guests safe?

Upon arrival at the resort, you will notice some modifications to our picturesque location. The lobby, restaurants and other public areas are set up for proper social distancing. Hand sanitizer stations are available throughout the property and there is signage reminding guests to follow proper hand hygiene. You'll also see our housekeeping team regularly as we have increased the frequency of cleaning and disinfecting high traffic, high touch areas including counters, elevators and the buttons therein, door handles, and restrooms.

All our staff members undergo a daily health and temperature screening and receive a sticker to place on their nametag to indicate they have been cleared to work and serve guests. Following Monroe County and industry guidelines, staff members are required to wear facial coverings. Depending on position, various staff members are also required to wear gloves, hair restraints, and additional personal protective equipment.

What guidelines do guests need to follow while on property?

We ask that all guests, as well as our staff limit the potential of physical contact as much as possible. Proper social distancing of at least six (6) feet of separation is required in all public spaces indoors and outdoors including the pool area. Additionally, [Monroe County requires that facial coverings are worn](#) in public indoor spaces and outdoor covered areas unless consuming food or beverages. Face masks are not required when outside if social distancing measures are maintained unless speaking with another person who is not of your personal party (i.e. resort staff or other guests).

Are all the amenities available at the resort?

While most of our amenities and experiences are open and available, we have had to close some areas until we can ensure they are safe. Please be sure to check with the front desk regarding hours of operation as they may fluctuate.

- **Dining:** All our restaurants are open with dine-in and/or take-out options. Menus are offered at all dining outlets in a digital format and accessible via a personal smartphone. Check with us upon arrival for a schedule of hours for each restaurant.

- **Pools:** Swimming pools are open but hotel hot tubs will remain closed indefinitely.
- **Watersports:** Sole' Watersports is open and operating as usual, renting kayaks, paddleboats, and private boat charters. The sunset cruise is also operating with limited seating to ensure social distancing. It is recommended to make a reservation as early as possible.
- **Calm Waters Spa:** The spa is open and advance reservations are recommended.

Groups and Private Functions

Due to our outdoor spaces and our two ballrooms, Hawks Cay Resort can continue to host groups. We have taken our spaces and limited the amount of guests we accommodate based on the social distancing guidelines. For example, we are managing 6ft between each table and seating 6-8 guests per 72 inch round.

In addition to seating capacities, we are placing clear partitions on our buffet lines and having an attendant serve the guests while wearing gloves and a mask. We are limiting the number of guests that go through the line at one time by offering table rotations.

COVID-19 Notice: We have taken enhanced health and safety measures for the protection of our guests and associates. Everyone on the resort's property must be mindful of the inherent risk of exposure to COVID-19 that exists in any public place where people are present. Please visit the [Centers for Disease Control and Prevention \(CDC\) website](#) for information about COVID-19 including risks, prevention, and people who are most at risk. Hawks Cay Resort is not responsible for any risks related to the exposure to COVID-19.