



Chatham glows in the warm light of a wonderful spring,  
the dark clouds of Covid-19 are slowly lifting,  
promising a good old Cape Cod Summer.

The Queen Anne always has been an ideal setting to let our guests enjoy privacy and relaxation.

In a time of social distancing, this is more important than ever! And we have made every effort to meet and exceed the current sanitary regulations!

We are fortunately set in the very secluded environment of our private garden protected by beautiful mature trees. Large private balconies and porches, with comfortable deck chairs will assure you total solitude to relax, suntan, do yoga or just dream.

Some of the Queen Anne's services are presently affected by the State's orders.

We have compiled a summary of them for your information.

New Updates will be posted on or before June 8th. 2020

**Rest assured, we at the Queen Anne are more dedicated than ever to be of service to you!!!**

**FACE MASKS!:** Need to be worn in any public areas, both indoors and outdoors at all time when you are in social environment.

## **CHECK IN AND CHECK OUT PROCEDURES:**

We have designed a seamless, contact-free check in and check out procedures.

**Registration:** Please, provide us with your e-mail if you have made your reservation through a third party (Expedia, Booking.com ). We will e-mail a Registration Card which you can fill out, sign and e-mail back to us prior to your arrival.

Upon arrival, our staff will provide a short but informative tour of the property, observing social distancing, and will escort you to your room.

**Check out:** We will e-mail your statement and process any remaining balances on the credit card you used to make your reservation, unless advised otherwise. Please, drop off your keys into the designated container at the Front Desk.

**Luggage:** To get you to the room quickly and assure you of minimum social interaction , we bring your luggage to your room – Please, leave your car’s trunk unlocked and proceed to your room while our staff is bringing your luggage.

**Lobby and Common rooms** are clearly marked to allow for separation of 6 feet or more for guests during check in and check out times. This will limit chances for crowding in lobby and reception and common areas.

**Directional signs** in hallways and passageways will help you to get to your room quickly– Please, follow the arrows on the floor to minimize contact among persons in transit

**Public restrooms** must remain closed for the time being– please, use only the toilet in in your private room for the duration of your stay.

**All paper products such as brochures, magazines and newspapers** cannot be distributed in any of the inn’s common areas.

**Entry and Exit doors** will remain open from 07:00 a.m. to 11:00p.m. to assure contactless entry and exit;

**Sanitizing stations** have setup in the Lobby, Lounge, and Garden level exit area.

**BREAKFAST SERVICE:** Your complimentary Full American Breakfast can be served to your room or you may enjoy it in the Dining Room. Seating in the Dining Room is limited due to the present sanitary restrictions. Weather permitting, there is also our sunny garden.

## **WHAT TO DO INFO**

**You will find updated information on our web site's "Chatham and Area Activities" Page.**

**We recommend checking frequently as changes come in continuously.**

## **IN-HOUSE SERVICES:**

### **Complimentary Coffee & Tea**

While we had to remove our self-serve Coffee Station, never hesitate to ask our attendants for freshly brewed coffee or tea served with wrapped condiments and napkins. Most rooms are equipped with coffee makers, which we hope you will find convenient.

**Food Services:** Please look at our **Take Out Menu** for freshly prepared light meals and snacks including freshly baked deserts. We will properly package the food items for you to enjoy in the privacy of your room, in our garden or maybe have a picnic on the nearby beach.

**Ice Cube Vendor** will have to remain closed for the time being. Our attendant will get it to you in no time, placing it in front of your door for contactless pick-up.

**Library and Exercise Room** will remain closed for the duration of the Restriction Period.

## **HOUSEKEEPING SERVICES:**

Please, be assured that we are adhering to the recommended best practices when it comes to cleaning and sanitizing each room prior to your arrival.

**Guest rooms** will remain vacant for at least 24 hours prior to your arrival. During this time, we are committed to have your room as well as the balcony and or porch, if part of your room, completely and thoroughly cleaned and sanitized. Informational books, brochures, pens and pads, remain removed from guest rooms, by state order, to avoid the risk of contamination. The Map of Chatham we have placed in your room, has been disinfected, we hope it is of good use to you.

### **Room cleaning:**

Please, you must let us know if you'd like us to service your room during your stay. Otherwise our staff is not permitted to enter your room. We will always

apply best practices and are happy to remake your bed, change your linens, clean your **bathroom**, change your towels and vacuum the room. Please also note that we cannot touch any of your personal belongings.

### **NOTICE:**

The Commonwealth's present public health policy (see link) urges travelers to self-quarantine (it is not a mandate) for 14 days when arriving in Massachusetts from out of state.

For more information, please, refer to the Commonwealth Safety Standards and Safety Regulations:

<https://www.mass.gov/info-details/safety-standards-and-checklist-operators-of-lodgings>