

Firefly Resort Cleaning Commitment to our Guests, Homeowners, and Employees

Updated March 20,2020

Harbor Country Property Management has always had high standards for cleanliness for Firefly Resort. Our goal is to ensure the health and safety of our guests, our homeowners, and our staff.

Out of an abundance of caution and to prevent the spread of COVID-19, we are taking additional measures. We are working with our cleaning teams on improved protocols and best practices for sanitization and disinfection and have added steps to our cleaning process to make sure they (and our guests) are protected.

Preventing the Spread of Coronavirus Our Housekeeping Team members clean and disinfect all hard surfaces of our vacation homes, including floors, countertops, railings, sink faucets, appliances, doorknobs, wall light switches, switch plate covers, lamp switches, cabinet hardware, and remote controls. Depending on the disinfectant, the product is sprayed and left for up to several minutes.

All towels, bathmats, comforters, sheets, and mattress pads are laundered using disinfectant detergent at an offsite commercial launderer.

Our housekeepers have been attending webinar training focusing on the proper cleaning procedures and product use to disinfect surfaces as put out by the CDC.

Difference between Sanitizing and Disinfecting Sanitizing is meant to reduce, not kill, the occurrence and growth of bacteria, viruses and fungi. Disinfecting a surface will “kill” the microscopic organisms as claimed on the label of a particular product.

Prior to each guest arrival and following each guest departure, our rental properties are disinfected following the CDC guidelines on product use and contact time as well as additional cleaning procedures.

Commercial Offsite Laundry Facility All linens and towels are laundered offsite at a commercial launderer who also uses disinfectant detergent. All soiled linens are treated as if they were contaminated.

How to Stay Healthy During Your Visit While Firefly Resort has high standards of cleaning, we provide surface cleaners at every home for your use.

The CDC recommends all households consider cleaning and disinfecting “hightouch” surfaces daily in shared household areas (i.e. tables, hard-backed chairs, doorknobs, light switches, lamp switches, remotes, handles, desks, toilets, sinks). As has been recommended by health authorities, wash your hands often, and avoid touching your eyes, nose, and mouth.

Links for Additional Information • Center for Disease Control and Prevention: <https://www.cdc.gov/>

• World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> • State of Michigan: <https://www.michigan.gov/coronavirus>