

Our Code of Responsibility, COVID-19

Throughout its 80-year history Wequasset has cared deeply for our guests, club members, family of employees and community. During this unprecedented time, we will take every possible measure to ensure your comfort and safety while maintaining Five-Star service. We have carefully reviewed every aspect of the guest experience from pre-arrival to post departure and have studied policies and protocols recommended from the Massachusetts Lodging Association, Massachusetts Restaurant Association, Center for Disease Control, World Health Organization, and other related government authorities to safeguard your wellbeing. In addition, we will adhere to all the precautionary guidelines put forth by Governor Charlie Baker when they are known.

Our setting comprised of 27 pristine waterfront acres with 22 buildings affords us much opportunity for social distancing. Many of our guest rooms are housed in two, three and four-bedroom cottages and there are numerous suite configurations allowing for the utmost in privacy. An abundance of alfresco dining venues will offer many choices for you to comfortably enjoy. And a variety of recreational choices including two magnificent pools, two private beaches, four tennis courts with privacy trellises, boat rentals and private charters and 18-hole championship golf at the esteemed Cape Cod National Golf Club will offer exclusivity.

We will summarize our policies and protocols below and encourage you to contact us directly with any questions of concerns. We will continue to elevate our standards as best practices evolve.



Pre-Arrival

We will communicate with you prior to arrival to determine your housekeeping preferences, dining reservations, and planned activities. We encourage you to use our texting platform, Zingle, for communication prior to and during your stay.

Please feel free to share any information to help us prepare for your visit.

Guest Registration/Departure

Check-in and concierge service are available in the Guest Registration Building. Social distancing practices will be observed, guests and staff are required to wear face coverings. Curbside check in and bell service are also available. Departure may be done remotely. Simply call or text us, leave your keys in the room and we will email a copy of your bill to you.

Housekeeping Service

Housekeeping services for guest room accommodations will be provided based upon the guest preference, which will be determined prior to arrival. Guests may have the option to receive daily service and nightly turn-down service or they may opt to have linens, towels and amenities delivered to the room or left at the entrance to the room in a sealed bag. Guest preference will also apply to mini-bar service, guests may opt for daily service or service as requested.

Enhanced cleaning protocols have been established to ensure the health and safety of our guests and staff. Staff are required to wear face coverings and gloves while cleaning guest rooms. Gloves will be changed frequently when cleaning guest rooms and bathrooms. Staff have been trained to properly address high touch points and avoid any possible cross-contamination when cleaning. A letter will be placed in each guest room noting the specific policies and protocols the resort has adapted for cleanliness and sanitization.

Dining

All restaurants and bars will follow the guidelines set by Massachusetts Governor Charlie Baker. In-Room dining will be available to guests and we have redesigned our menu to offer creative and safe options which also may be enjoyed on patios or decks. Indoor dining has also been redesigned to follow the social distancing guidelines. All staff are required to wear face coverings. Guests are asked to wear face coverings when entering, exiting, or moving about the restaurant; face coverings can be removed when seated.

Our signature restaurant, twenty-eight Atlantic, and the adjoining Verandahs overlooking beautiful Pleasant Bay will serve breakfast daily from 7:00am to 11:00am. Please note that an à la carte menu will be offered. Dinner is available from 5:30pm – 10:00pm. Twenty-eight Atlantic and the adjoining terraces will all serve the same menu.



Culinary

The culinary team will continue to follow the comprehensive HACCP (Hazard analysis and critical control points) guidelines as well as the National Restaurant Association's COVID-19 Re-Opening Guidelines which include sanitation and personal hygiene protocols to combat risks related to the spread of the virus.

Recreation

All recreational features of the resort will be available while maintaining social distancing guidelines from the state.

Pools: The pool area seating capacity has been redesigned to accommodate social distancing policies. Cabanas will be available with upgraded food and beverage selections. The pool has been designed to control the capacities outlined by the state. All lounge and beach chairs will be thoroughly sanitized after each use. Sunscreen and twice daily refreshments will be offered. All employees are required to wear face coverings. Guests are asked to wear face coverings when moving about the area and may remove them when seated or in the water.

Jacuzzis: The public jacuzzis located at our main pool and lap pool will remain closed per the state. Private jacuzzis attached to guest rooms will be available for the private use of the individuals of the room.

Beaches: Additional seating will be offered on our private beach for your comfort and staff will escort you to your chairs. Launch service to the Outer Beach will be offered with reservations and social distancing on the boat will be followed. Beach chairs, umbrellas and towels will be provided.

Tennis: Four Har-Tru tennis courts will be available for play with reservation. All tennis racquets will be sanitized after each use.

Boat Rentals: Our partner, Down Cape Boat Rentals, will offer a variety of boat rentals and private charters while following all the guidelines mandated by the state.

Cape Cod National Golf Club: 18-hole championship golf is available under the guidelines of the state. At this time single rider golf cart use and pushcarts are allowed. Please note caddies are currently prohibited. All golfers must use their own clubs and maintain social distancing.

Fitness Center: The main fitness center near the waterfront pool has a maximum occupancy of five guests. The Rose Fitness Center is available as another option and is located on the ground level of the Rose Building. It offers cardio equipment with a maximum occupancy of four guests. Private training sessions can be arranged through our concierge services. We also offer a variety of outdoor exercise options for our guests to explore including fitness classes, walking, running, and hiking paths.

The Children's Center: The Children's Center is open with reduced occupancy. Programs are available for ages 4 through 12. Morning, afternoon, and evening programs are available most days. The pirate ship playground is available with parental supervision.

Public Space

Increased staffing levels have been provided to thoroughly clean and sanitize public space on a frequent basis. Touch free hand sanitizing units have been installed throughout the resort. Clorox Total 360 Machines (EPA approved per their Emergency Pathogen Policy) will completely sanitize all public space during the overnight hours.

Employee Experience

All our employees complete extensive COVID-19 Training. A Code of Responsibility Checklist has been implemented to inform the team of all the measures the resort is executing to ensure the safety of our guests and employees. Daily temperature checks are required, and a detailed health log is maintained. The importance of hygiene, personal protective equipment and social distancing is paramount.

