



Hillsboro Club 2021-2022 Protocols, Effective November 1, 2021

At the Hillsboro Club, the health and well-being of our members and guests is our top priority. We understand the concern and uncertainty you may be experiencing surrounding the coronavirus (COVID-19) and we are committed to being responsive to your needs as the situation evolves. We have continued working with our team of Fusion Cell consultants with board-certifications in public health, infection control, and industrial hygiene to ensure the safest possible season for members and guests. The Board and Management have discussed instituting a vaccine mandate for all members, guests and employees, but current Florida law precludes the Club from doing so.

COVID-19 cases, as of Sept 28, 2021, have declined from the recent spike, but remain high in the state of [Florida](#). Cases in [Broward County](#) have a 14-day downward trend as of the last two weeks of September. Approximately 72% of Broward County has received at least one dose of COVID vaccinations. According to the CDC, risk of adverse outcomes increases with age, and members or guests with underlying medical conditions are especially vulnerable. Members and guests visiting the Hillsboro Club assume all related risks to exposure.

The information below details the protocols and requirements for the 2021/2022 season, as well as many changes we have made for your convenience and pleasure. We do not expect any of these changes to interfere with your enjoyment of the Hillsboro Club, but we do emphasize that following the stated protocols is not optional. Anyone not adhering to these protocols will be asked to leave the property immediately.

We will still have a 30-day cancellation policy noted on our confirmations, but we will forgive cancellations up to 24 hours before arrival for COVID-19 related issues. By sending in your deposit we know that you are committed to coming. If you have to cancel, your additional deposit will be refunded to you.

I. Universal Requirements (All Members and Guests):

General Guidance: Everyone will need to follow the [CDC guidelines](#) and any additional guidelines the Club posts.

Small Gatherings: Hillsboro Club will define a “Small Gathering” as 14 or fewer individuals.

Mask Use: Masks will be always worn when indoors in common areas except for eating and drinking. Masks may be taken off outdoors if members are in small gathering or household groups.

Hand Sanitizer: Sanitizer will be available in dispensers and bottles throughout the property. Disinfection wipes will also be available for your use and at any communal spaces (water stations, coffee machines). Please use wipes before and after use.

Guests on property: Guests may come on property providing they do a self-test as soon as they arrive. They must follow the same policies and wear a mask indoors at all times.

Isolation and quarantine: No person, vaccinated or unvaccinated, may enter the club if ordered to isolate or quarantine by any State Public Health Professionals.

II. Member Requirements (Day and Overnight Use)

Pre-Arrival

If you begin experiencing any symptoms: If at any time during your visit should you feel ill, please refrain from using any Club facilities and contact the front desk at 6004 info@hillsboroclub.org. You will need to be cleared by a health professional before resuming regular activities or accessing any public area. Anyone testing positive must not use the property or services until the [CDC requirements to end isolation](#) have been met. Immediate members of the family should quarantine for 10 days or until cleared by a health professional.

III. Members and Guests:

Self-Testing: Immediately upon arrival to the Club, all persons above the age of 2 will be required to self-test. Tests will be available at the front desk and must be administered before use of the Club is allowed. Three (3) days after arrival a second self-test must be administered. Self tests will be available at the club for a nominal fee.

Check In: Check-in has changed to 4:00P.M to allow extra time for cleaning. Please schedule your arrival accordingly.

Leaving the Club: If you need to leave the Club you may do so, but we highly recommend this to be limited. While off property we expect you to follow the same safe practices you follow while on property. Wearing a mask when indoors and keeping social distance as well as sanitizing your hands frequently is important.

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IV. Throughout Your Visit:

Employees: Our employee population is currently 70% fully vaccinated. Non-vaccinated employees will be tested weekly. All employees, regardless of vaccination status, are required to wear masks at all times on the property and have been trained on proper hand sanitation and social distancing. We have implemented an employee vaccine incentive program and expect the percentage of employees who are vaccinated will increase. Only vaccinated employees will be

permitted direct contact with members and guests, this includes all wait staff, bartenders and babysitters.

Montgomery Lounge: Will be open in addition to the Tiki Bar on Malcolm Deck. Evening cocktails will be available each night beginning at 6:00 PM. We will also have beer and wine available for sale in the gift shop.

Fitness Center & Spa: The Fitness Center will be open. There will not be an attendant at the Fitness Center, contact the front desk for access. Massage and Training will be available by appointment through the Front Desk. Please sign a waiver on your first visit to the fitness center.

Game Room: Will be open. It will be sanitized by electrostatic cleaner twice a day. Hand sanitation stands will be available and sanitation wipes. Please help your children understand they are to use these items in between use.

Nana's Cottage: Most Nana's cottage activities will be conducted outside in the backyard. We will have tent canopies for shade and rain protection. The cottage and bathrooms will be disinfected daily with an electrostatic machine. All toys, tables, chairs and supplies will be disinfected daily and as used. Disinfection solutions will be available as well as hand sanitizers and wipes. All outside equipment will be cleaned and disinfected between uses.

Babysitting: All babysitters will be required to be vaccinated. Your child's care and wellbeing will be their top priority. All babysitters will be trained, as all employees are, in proper sanitation. They will maintain proper mask wearing and frequent hand cleaning. Each babysitter will have hand sanitizer with them at all times. Babysitters will have a COVID-19 test weekly.

Contact with Employees: Greeting members as they come back to the Club has always been a happy event enjoyed by both members and employees. This year each employee will be instructed to limit interaction. Employees will maintain a distance and no handshaking or physical contact will be allowed.

Front Desk. We have placed a glass partition at the front desk to separate staff from guests. Please use hand sanitation before passing items back and forth with the front desk personnel.

The front desk will be available for your needs, but we will want to try and perform as much as we can via email or phone call. Please email any questions or requests to info@hillsboroclub.org or call extension 6004. Room Service is available through the front desk at extension 6004 or through Room Service at extension 6047.

The front desk will email items to you to limit the need for printed items. Please make sure we have the best email address for you.

There is a sanitation device at the front desk to sanitize keys, cards and other small items, which is available should you need it.

Payments: We will request a credit card be on file during your stay. The front desk will email all charges to you for your review. If you need a copy of a paid room account, we can make arrangements for you. Payments are due upon checkout and weekly for stays over two weeks. Please remember payments by check or cash are preferred. There will be a 4% fee added to any credit card charges at any location at the Club. Any remaining unpaid balances will also result in

a 4% additional charge to the credit card on file. It is required to settle your charges prior to departure.

Housekeeping changes: To avoid having people in and out of your personal space, service of rooms will be by request only, (not automatic and daily). You will need to put your service sign out prior to 1:00P.M. each day to receive service that day. You may leave bagged trash outside your door, and it will be removed. If you only need towels, you may ask a housekeeping person or call the front desk at 6004.

The halls, stairwells and public areas will be disinfected by electrostatic cleaners daily. The public rooms, bathrooms, dining room and kitchen will also be sanitized with electrostatic cleaners. We will be removing all the pillow shams from all rooms, such that all bedding is washed in between guest uses. Housekeeping staff will be well versed in proper sanitation and have the correct equipment to protect everyone from spreading viruses.

All member rooms are equipped with air sanitation devices that will sanitize the air and room within 60 minutes. This includes all guest rooms and public areas. We will not allow members moving from room to room this season, other than emergency situations.

Dining Room and Sea Room: You must wear your mask in the room unless you are seated at your table. If you get up for any reason during your meal, you are required to put your mask back on. There will be tented space for shaded outdoor seating, in addition to the deck. Depending on the house count, we will either have a breakfast buffet or a la carte. (We may not have both available at the same time.) We will spread out the buffet stations which will be served by staff or offer pre-packaged grab and go items. The grill will be available for you to order items for lunch. Dinner hours will be 7:00 to 8:30 P.M. Children's dinner will be served in the Sea Room beginning at 6:00 P.M. Room service will be available at each mealtime. The charge for room service will be \$5.00 and you may have your meal delivered anywhere. Would you like to eat by the pool or at the gazebo? As long as the area is not reserved for a function you may request to have dinner outside your room at any location around the property. Tables should not exceed 10 people without prior coordination.

Cell phone use: May not be seen or heard around the property inside or outside. You may use your cell phone inside your room or inside one of the offices. If you must answer a call in a public area, please ask an employee where you may be able to take the call in order not to disturb other members and guests. Quiet texting is allowed other than in the evening at dinner due to the light from the screen disturbing others.

Office space: We have converted new areas into personal office spaces for rent. These offices will include a workspace with a printer, speaker phone, USB charging ports and extra outlets, paper, pens, stapler and can be reserved on a daily, weekly or monthly basis. Office spaces may be shared only between members of your immediate family. Let us know ahead of time if you will need a private office while you are at the Club. The reservations team will be able to reserve office space for you as well as your guest room.

Gift Shop: We will only allow four people in the gift shop at one time. As with other public spaces, face masks are required. The gift shop will still carry many of the items you expect, but this year we are also offering a robust selection of pharmacy, food, and beverage items that guests would normally go off property for. Please let us know if there is something we can have on hand for you before you arrive.

Library: Six people may be in the Library at any one time. Social distancing and masks are required at all times. The Library will be sanitized daily. The Library is a cell phone free zone, but you may use electronics on silent.

Business Center: The business center will be open. Masks will be required. The business center will be disinfected daily. Please wipe all touch points before and after use. Wipes will be supplied. Cell phones can be used providing you are the only person in the room. Do not disturb other members by having your phone ring. Please keep it on silent and only use if you can discreetly.

Laundry Facilities: Laundry rooms will be available, but only two people are permitted at a time. Masks must be worn. Wipes will be available to sanitize all touch points before and after use. Laundry rooms will be sanitized each day.

IV After leaving the Club:

If within 10 days of leaving the Club, you test positive for COVID-19 we ask that you inform us. Please call 954-941-2220 or email info@hillsboroclub.org

All the above information is subject to change without notice in order to better protect the membership.