

# *The Deer Valley Club*

## *Summer 2020*

***Amended 5/22/20***



## **DVC Summer 2020 Covid - 19 Guidelines**

**Summit County - page 3**

**DVC Operational Changes – pages 4-6**

**Transportation - page 7 & 8**

**Gym & Common Areas - page 9**

**DVC & Deer Valley Resort - page 10 & 11**

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On May 22, the Utah Health Department announced the state entered the "low risk" phase. In accordance with the health guidelines outlined in the "low risk" phase, Summit County / Park City issued a new public health order. This enables the reopening of some businesses that follow public health guidelines.

You can find additional details on the [States Low-Risk Phase website.](#)

## **Operational changes for summer season based on Summit County Public Health Order.**

**May 22, 2020 – September 1, 2020**

- No owner socials for the entire summer.
- Owners and Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from owners and guests and other employees whenever possible.
- Hand sanitizer dispensers, touchless whenever possible, will be placed at key owner, guest and employee entrances and contact areas such as reception areas, lobby, elevator landings, pools, and exercise area.
- There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks and gloves.
- Housekeeping / Maintenance / Security must wear gloves and masks when entering occupied rooms to perform any work. Maintain physical distancing while in rooms. This would also include any managers that may be required to assist in a room. Reusable washable masks will be assigned to employees and washed each night and redistributed for employees prior to their next shift. Disposable gloves will also be provided.
- Common area cleaners / Laundry Attendant / Maintenance Techs wear gloves during entire shift. May use assigned masks as well if they prefer.
- Practice strict physical distancing in the lobby and offices.
- Lobby gift shop: Owner and guest occupancy limits will be enforced to allow for appropriate distancing. (1 person at a time per Public Health order. Owners and guests may call for specific items and have items delivered to rooms if need be. All gift shop sales will be room charge only.
- Pre arrival check in will be preferred method and the use of digital room key through owner / guest cell phone will be implemented.
- Owners and guests are not allowed to enter back offices due to inability to physical distance per Public Health order. If need be managers will have phone calls while owners remain in residence or, as a last measure, meeting in person in the lobby seating area while maintaining physical distancing.
- Management will implement social distancing measures in lobbies and other communal areas of the establishment, including lines for front desk and concierge, and cleansing measures between each transaction for staff who have to handle cash and credit cards at check-in.
- If owners and guests have questions about local services available and booking of reservations please text, email or call to communicate with staff. This will assist with distancing measures in lobby and offices.
- Owners and Guests greeting throughout the property. Owners, guests and employees will not shake hands or hug. A simple smile, and hand gesture from six feet or more acknowledging owner and guest will be the appropriate method moving forward.
- Owners and Guests who are symptomatic shall stay in their rooms. Where it is necessary for them to leave their room, they must wear a non-surgical mask or face covering at all times.

May 1, 2020 – July 1, 2020

- At the recommendation of the Summit County Public Order it is recommended a residence remain vacant for 48 hours after owner / guest check out. Given our occupancy demands this may not be possible. Management will notify owners and guests due to arrive and provide them the option of allowing their residence to remain vacant for 48 prior to their arrival when possible. Occupancy limitations may dictate an inability to accommodate all requests.
- Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.
- Carts, trolleys and equipment to be sanitized at the start and end of each shift
- Owners and Guest requesting bell service will be assisted. For departures luggage will be placed in the hall outside of the unit for the bell staff to pick up. All Bell Staff will wear masks and gloves when moving luggage and will sanitize bell carts between each group moved
- Daily housekeeping services will be limited to prevent transmission between rooms during owner and guest stays and protect employee exposure occurrence. Housekeeping will call each occupied room on a daily basis to inquire if linens and or towels are in need. Housekeeping will call each occupied room to determine timing of services. We ask all owners and guests to vacate while services are provided. Housekeeper will wear mask, gloves and protective eyewear when entering occupied room.
- Following link is from CDC and gives guidelines on housekeepers and linen cleaning.
  - [CDC Housekeeping COVID guidelines](#)
  - Vendors / Sub Contractors will be sent DVC COVID guidelines for physical distancing so they understand our directives prior to arriving on site. All contractors and vendors should wear gloves while onsite and if they are in occupied rooms to wear gloves as well as masks.
  - Pool deck seating will be configured to allow for at least six feet of separation between groups of owners and guests.
  - The frequency of air filter replacement and HVAC system cleaning will be increased and fresh air exchange will be maximized.
  - Maintenance requests please text, email or call to place a request. A member of the management team will follow up as to timing for maintenance tech to provide repairs. Maintenance techs will wear masks, gloves and protective eye wear when entering an occupied room. Non emergency items will be address after check out.
  - Public area furnishings, conference layouts, and other physical layouts will be arranged to ensure appropriate social distancing.
  - Elevators shall be limited to single rides or members of the same household or roommates.

### May 1, 2020 – July 1, 2020

- Weight room will have a max occupancy of 4 people at one time.
- Employee's Responsibilities for an effective sanitation and health program. Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Club employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift. Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Gloves and masks will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping, maintenance and public area attendants and security officers in direct contact with owners and guests.
- Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.
- In bound ThirdHome members and guests will be notified of the COVID summer operational procedures in advance of their arrival.
- Reefs is considering whether or not they will open for the summer. If they do open for summer operations, they will be required to meet all mandates outlined in the Public Order at that time and work with DVC management to ensure they comply.
- Per Summit County, regarding non emergency maintenance services :
  - \* *"Non-emergency maintenance services while the property/unit is occupied is discontinued. Emergency maintenance providers will wear non-surgical masks or face coverings, and gloves. Where possible, guest should leave the room/unit during service."*
  - \* *"Occupied Privately Owned or Rented Premises: It is highly recommended that the owner/ renter/ lessee stay in a different room while the employees are working or requesting that the owner/ renter/ lessee vacate the premises (i.e. take a walk, run an errand or other activity) while the employees are working. If the occupant is unable to leave the room, Social Distancing Protocols will be followed and the employees will wear PPE."*
  - \* *Owner storage bags will only be delivered upon request. Please let management know in advance if you would like access to your storage bags during your stay*

***Each of the measures outlined are based on the Public Health Order dated 5/22/2020. Public Health order is in effect until 9/1/2020 and will be reviewed by Summit County every two weeks. Public Health Order may be reviewed by clicking the following link.***

**Summit County Public Health Order**

## **Deer Valley Club Transportation guidelines for COVID 19**

### **Local Transportation:**

- All DVC transportation will be provided as a private ride for singles or groups that are traveling together. No combining of passengers from different parties until it is deemed safe to do so. This will certainly cause increased wait times during the busy periods but is necessary to comply with social distancing.
- All door handles, armrest, cupholders and surfaces will be wipe with sanitizer by the driver between each ride. The driver must then sanitize their gloves or put on new gloves before continuing to drive. While on Main St. the drivers will need to do this in the drop and load zone if dropping one group off and picking up another.
- All drivers will be required to wear a mask and gloves before entering and while driving a DVC vehicle. This includes wearing the mask and glove while empty going to or from the airport. All drivers will keep a distance of six (6) feet from passengers when outside the vehicle.
- All drivers should be wearing sunglasses or clear glasses as much as possible, while driving.
- All owners and guest will be strongly encouraged to wear a mask while riding in DVC vehicles. If an owner or guest does not have a mask one will be provided to them by the driver.
- As much as possible we will be using the vans to provide local transportation and will be removing the first row of seats behind the driver to increase the distance between the owners, guests, and the driver.
- The front passenger seat will not be used, per the county health order
- Any cash tips received by the driver will be placed by the driver into a plastic bag and will be sanitized before being distributed to the drivers. After placing money in the bag drivers must use hand sanitizer or replace their gloves with clean ones before driving again.
- Any person showing signs or symptoms of illness will not be allowed to use DVC transportation.
- All driver will be required to wipe down all door handles, arm rest, cupholders and surfaces of the vehicle between groups. If a driver is dropping one group off and picking another group up at the airport, the driver will need to complete this cleaning either in the airport staging area or at the terminal if second group is already waiting when the first is dropped.

## **Deer Valley Club Transportation guidelines for COVID 19**

### **Airport Transportation:**

- All airport transfers will be a private ride for groups traveling together. When 2 solo travelers arrive within 30 minutes of each other they may be combined on the ride. They will need to sit as far away from each other as possible while in the vehicle. For example: The driver up front, passenger 1 will sit in the middle row on the passenger side of the vehicle and passenger 2 will sit in the third row on the driver side of the vehicle. The same applies if 2 solo travelers are leaving the club
- All driver will be required to wipe down all door handles, arm rest, cupholders and surfaces of the vehicle between groups. If a driver is dropping one group off and picking another group up at the airport, the driver will need to complete this cleaning either in the airport staging area or at the terminal if second group is already waiting when the first is dropped at the same time.
- Rides will be assigned on a first come first serve basis. With this policy in place owners and guest may be required to wait 1 hour or more for their ride depending on staffing availability and the volume of rides requested.
- All owners and guest will be strongly encouraged to wear a mask for the duration of the ride. If the owner or guest does not have a mask one will be provided to them by the driver.
- Upon arrival at the airport owners and guest will be strongly encouraged to use hand sanitizer before entering the vehicle. Hand sanitizer will be provided by the driver.
- All luggage will be wiped down with sanitizer as best as possible before being placed in the vehicle by the driver.

Deer Valley Club  
Covid - 19 guidelines for gym use

- The gym is currently open only from 8am to 5pm.
- All owners and guests must use social distancing while using the gym which includes:
  - A minimum of 10 ft between each person
  - No more than 4 people at a time are allowed in the gym
  - Owners and guests must keep at least 1 empty machine between them at all times.
- Users must sanitize all machines before and after use! Sanitizing cloths are provided for your use
  - All surfaces need to be wiped down including handles, seats, and any surface touch during use of machines or weights.
- Anyone exhibiting symptoms of cold or flu are not permitted to use the Gym
- Water fountains/machines are not allowed. Owners and guests must bring their own water bottle.
- Owners and guests will need to bring their own yoga mat.
- Public restrooms may be used, but use at your own risk.

## Currently open at The Deer Valley Club

Swimming pool  
Sauna/Steam room  
Local & Airport transportation  
(please see pages 7 & 8)  
Gym  
(please see page 9)  
Club Room

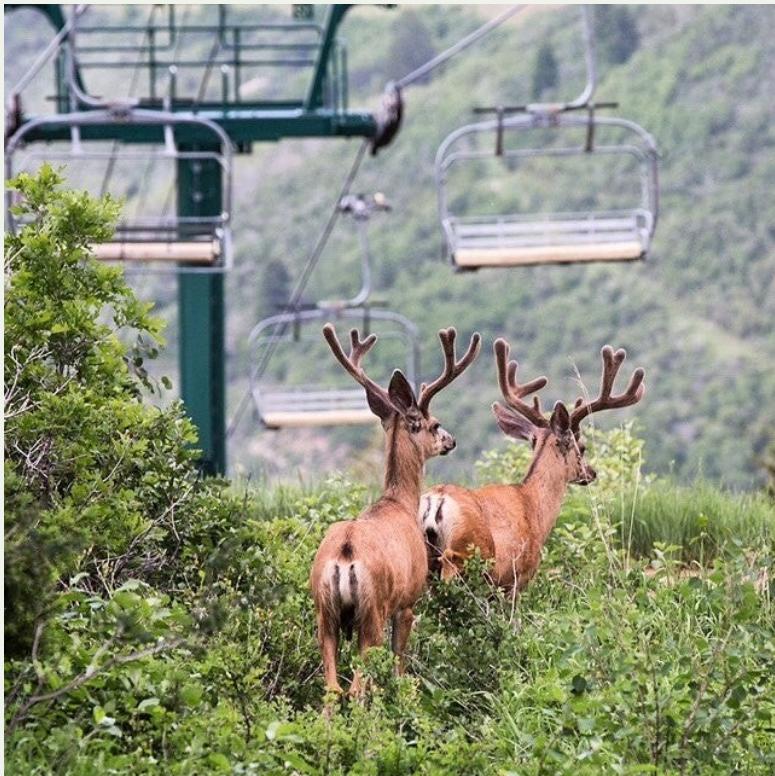


## Currently closed at The Deer Valley Club

- *Weekly Socials are cancelled for the Summer \**

Hikes and yoga will be reviewed by management in early June to determine whether the activities will be provided

Currently Reefs is not open for Summer operations



Deer Valley Resort  
<https://www.deervalley.com/things-to-do>

#### C U R R E N T   O P E R A T I O N S

Deer Valley continues to await further direction and guidelines from the State of Utah, Summit County Council and the Summit County Health Officer regarding summer season operations.

#### Cancelled

#### Deer Valley Concert Series

**\*All Snow Park Outdoor Amphitheater events\***

#### On Hold

Mountain biking

Scenic chair lift rides

Deer Valley Restaurants



Open for operations in Park City  
(as of May 22, 2020)

Restaurants with take out and strict dining restrictions

Main St. and shopping.

City Parks - with restrictions

PC MARC— with restrictions

Park City Golf Course

Hiking & Mtn Biking

\*\*Please see resources page for current information\*\*

Park City area events cancelled  
(as of May 22, 2020)

Savor the Summit

Park City Silly Sunday Market

Tour of Utah

Deer Valley Concert Series

4th of July parade and activities - TBD

Park City Arts Festival - TBD

Labor Day Festivities - TBD

Canyons Golf Course—TBD

PCMR - TBD

Utah Olympic Park –TBD



## Resources

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<https://www.parkcity.org/government/covid-19>

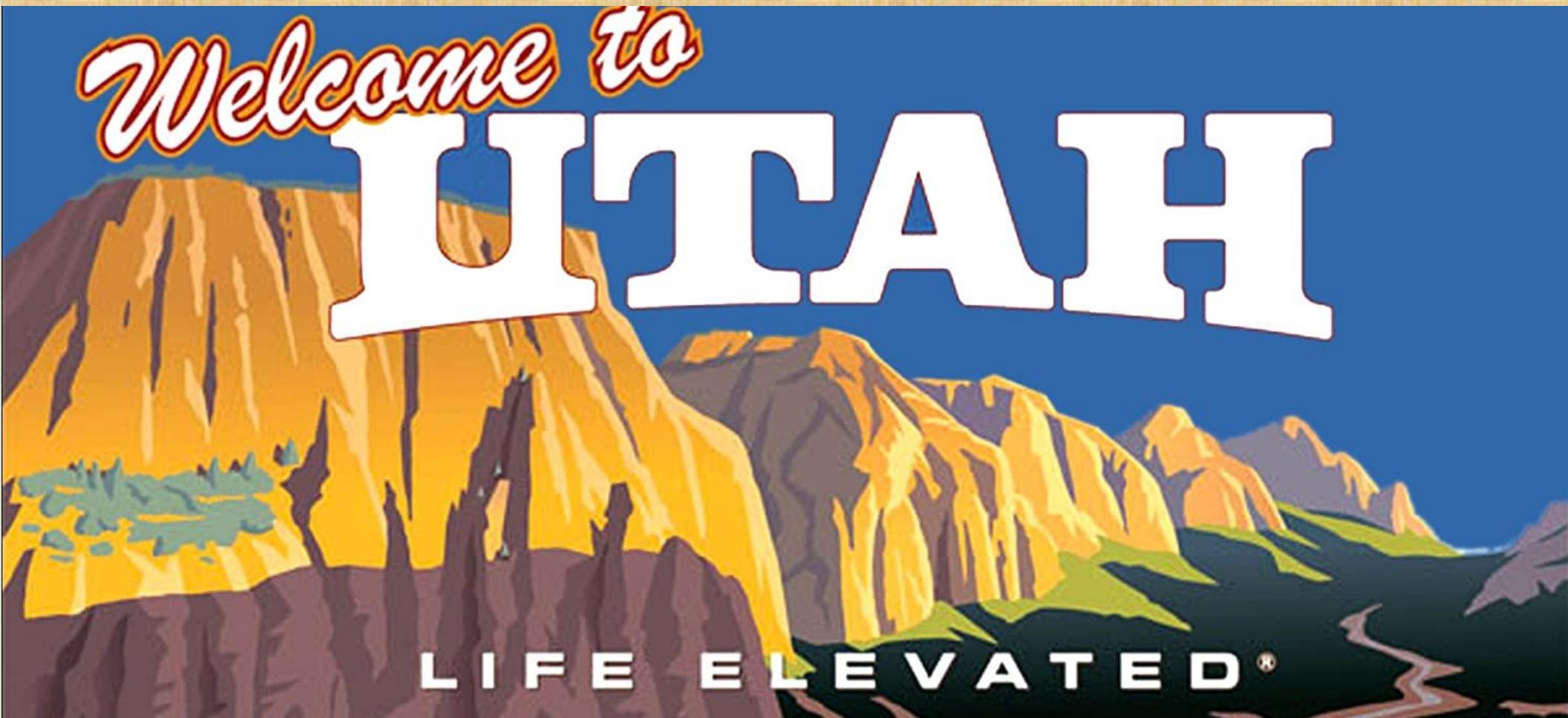
<https://www.summitcounty.org/1129/CoronaVirus-Updates>

<https://www.visitutah.com/plan-your-trip/covid-19/>

<https://www.slcairport.com/customer-assistance/travel-advisory-2/>

<https://www.deervalley.com/>

<https://www.parkcitymountain.com/explore-the-resort/about-the-resort/summer-in-park-city>



## **Commonly asked questions**

**Q. How were the Summer operational changes decided upon?**

A. A joint effort with the board and the DVC management team working closely with Deer Valley Resort and following all Summit County guidelines.

**Q. Are the weekly owner socials continuing this summer?**

A. The weekly Tuesday night socials are cancelled for the summer. We are hopeful that we will have them for the upcoming winter season.

**Q. Will the pool be open this summer.**

A. Yes, Summit County has authorized that pools can open while following the guidelines in place.

**Q. How many people can be in the pool at one time?**

A. Owners and guests using the pool MUST maintain 6 feet from one another unless part of the same family or residence.

**B. Q. What restaurants in Park City are open for dining and/or take out?**

A. The DVC management team along with the owner services and transportation staff will do our best to keep up with ever changing restaurant restrictions. For the most up to date information, please see the following websites:

<https://parkcityrestaurants.com/restaurants>

<https://www.visitparkcity.com/eat-and-drink/>

**Q. How do I know which event in Park City has been cancelled or postponed?**

A. The management team will do our best to keep up to date on all Park City and Deer Valley activities. For the most up to date information, please see the following websites:

<https://www.visitparkcity.com/events/>

<https://www.deervalley.com/things-to-do>

<https://www.parkcitymountain.com/explore-the-resort/about-the-resort/summer-in-park-city>

**Q. Will the Club be providing daily complimentary trash & towel service?**

A. Yes. Please see pages 4-6 for specific information regarding housekeeping

**Q. Will the Club be providing additional billable housekeeping services?**

A. Mid-week full & Deluxe cleans will be provided if requested. Owners and guests must vacate their residence during the service.

## Commonly asked questions

**Q. Can Housekeeping and Maintenance service my residence while I am present.**

A. No. You must vacate your residence to receive housekeeping and maintenance services (non -emergency)  
**- per section 14 of the Summit County Public Health order**

*"Non-emergency maintenance services while the property/unit is occupied is discontinued. Emergency maintenance providers will wear non-surgical masks or face coverings, and gloves. Where possible, guest should leave the room/unit during service."*

**- Section 20 Administrative and Support Services/ Housekeeping:**

*"Occupied Privately Owned or Rented Premises: It is highly recommended that the owner/ renter/ lessee stay in a different room while the employees are working or requesting that the owner/ renter/ lessee vacate the premises (i.e. take a walk, run an errand or other activity) while the employees are working. If the occupant is unable to leave the room, Social Distancing Protocols will be followed and the employees will wear PPE."*

**Q. Will Deer Valley be holding concerts this summer?**

A. No. The Deer Valley Concert Series has been cancelled for the summer. There will not be any events at the Snow Park Outdoor Amphitheater.

**Q. Will the Club be having staff lead weekly activities?**

A. Currently the Club will not be having weekly lead activities such as group hike, yoga or s'mores night. This will be reevaluated later in the season.

**Q. Are we still using DVC Direct for local transportation?**

A. Yes, we are still using the app, DVC Direct this summer. Per transportation guidelines no rides will be combined so please expect added wait times when occupancy is high.

**Q. Will the front desk be operational this Summer?**

A. Yes, the front desk will be staffed (mainly during nights) this summer. In an effort to physical distance, please text, email or call down to the desk with all questions and inquiries. There will be a staff member either at the desk or in the management offices, 24/7 available to assist.