Even though our daily operations will look a little different, the core Bandon experience remains the same. Six links courses, routed through the rugged dunes of the Southern Oregon coast, with delicious food, great accommodations and genuinely friendly people ready to make you feel at home.
During this time we will be doing everything in our power to reduce touch points for our guests and staff.

- For unavoidable touch points we will be using procedures to not only clean but disinfect those areas, including an enhanced approach to cleaning our guest rooms.

- New staff safety practices will be in place, including wearing masks, plexiglass barriers at our check-in locations, and shuttle buses.

- Takeout food service to make sure you get everything you need with as few touch points as possible.
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**Staff Practices**

**Training**
- All staff will receive training on COVID-19 safety and sanitation protocols

**Summit Cleaning and Restoration**
- Summit Cleaning and Restoration has disinfected the resort’s high traffic areas with EPA-registered disinfectant by applying low volume fogging to all high contact touch points as well as walls, upholstered items and flooring.
- A cleaning and disinfecting agreement is in place with Summit Cleaning and Restoration should the need for additional service arise.

**Ongoing resort disinfecting protocols**
- Break rooms, bathrooms, and all common areas will be disinfected frequently

**Preventative Measures**
Appropriate Personal Protective Equipment (PPE) must be worn by all staff and caddies in adherence with state and local regulations and guidance. The resort will be using PPE in addition to the following preventative supplies and measures:
- Protective masks will be provided to each staff member and caddie.
- A no-touch thermometer may be used to check temperatures of all staff and caddies prior to starting their shift
- Plexiglass protective shields are placed in shuttles and on counters in areas where there is guest and staff interaction
- Hand sanitizer dispensers are located around the resort
- Disinfectant spray bottles with instructions as well as disinfectant wipes will be available in all common areas and back of house locations.
- Outdoor hand washing stations, available to staff and guests, are located in high traffic areas
• Door handles, keyboards, phones, refrigerators, handrails, cash machines, restrooms, common areas, and flat surfaces are being cleaned numerous times per day
• Limit of two guests or two staff members in elevators at one time. Staff will not ride in elevators with guests.

Cleaning Products and Protocols
Bandon Dunes uses cleaning products and protocols that are approved for use and effective against viruses, bacteria, and other airborne pathogens.
• The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevator, elevator buttons, door handles, public bathrooms, room keys, locks, and ATMs
• Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, doors, furniture handles, water faucet handles, nightstands, telephones, light switches, temperature controls, alarm clocks, luggage racks, and flooring
• All bed linen and laundry will be changed after every stay and continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linens will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.
Housekeeping

- Guest have the option to opt out of daily housekeeping upon check in or by using their door privacy sign
- Guest linen and towels will be delivered and removed from guest rooms in single use sealed bags
- Pillow protectors on the guest room beds are to be changed after every stay
- Minimize contact with guests while cleaning and disinfecting hotel rooms; housekeeping staff will offer to return at an alternate time for occupied rooms
- Newspapers and magazines have been removed from the guest rooms and common areas
- All extra blankets will be encased and placed in room closets and changed out upon check out
- Our standard in-room beverage service has been replaced with poly-wrapped single-use products
- Housekeeping carts will be sanitized at the start and end of each shift
- Specific sanitation consideration will be paid to the following guest room areas:
  - Desks and countertops
  - Tables and chairs
  - Phones, tablets, and remotes
  - Thermostats
  - Cabinetry, handles, and hardware
  - Doors and door knobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors, and frames
  - Lights and lighting controls
  - closets, hangers, and other amenities
Food & Beverage will be operating under a grab & go, take out and pick-up model as we reopen until the State of Oregon COVID-19 operating guidelines are lifted. Social distancing of 6 feet between guests is paramount for everyone's safety.

**General Measures**
- Menus are single-use
- Check presenters, pens and other reusable guest contact items are sanitized after each use
- Food preparation stations are sanitized at least once per hour
- Kitchens are deep cleaned and sanitized at least once per day

**Breakfast**
- Coffee will be served by an attendant in The Lodge each morning
- Available from The Gallery Restaurant from 6:30 am – 11:00 am, assortment of grab & go items
- On course options available at Turnstands

**Lunch**
- Take out available from The Gallery Restaurant from 11:00 am – 5:00 pm
- Walk-in or call (541) 347-5220 to place your lunch order
- On course options available at Turnstands

**Dinner**
- Contact The Gallery Restaurant at (541) 347-5220 or McKee’s Pub at (541) 347-5861 to place your dinner order. Allow a minimum of 45 minutes prior to picking up your order.
Dinner Hours

- 5:00pm – 9:00 pm, The Gallery Restaurant
- 5:00pm – 10:00 pm, McKee’s Pub

- Daily dinner menus will be posted in The Lodge lobby during breakfast and lunch for pre-orders
- Pickup times are on a first-come, first-served basis
- We ask that all our guests place a pick-up order. By pre-ordering, we will be able to expedite the process and better serve you.
- Guests may choose to be notified via phone call or a text message when their order is ready
- If you have dietary restrictions or food allergies, please inform us at time of order and our culinary team will gladly assist
- Guests are required to eat meals in their room

Alcoholic Beverages

- Alcohol is available in sealed containers for consumption in the guest rooms. Current restrictions from the Governor’s Executive Order prohibit us from selling for consumption in restaurants or on the golf courses.
Golf Shop
- The Bandon Dunes Golf Shop is limited to eight guests at any given time
- All other retail outlets are limited to four guests at any given time
- Social distancing markers have been placed on the floor, encouraging six feet of distance between guests
- Plexiglass protective shields are placed on golf shop counters
- Retail items purchased from online store can be delivered to guest rooms

On Course
- Pre-bagged scorecard, tees, pencil, and ball marker will be provided
- Flag sticks will remain in the cup with foam bumper
- Rakes will be removed from golf course bunkers
- Pull carts are sanitized before and after each use
- Frequent sanitation of on course bathrooms

Caddie Services
- Caddies and guests will be introduced by a Caddie Supervisor
- Before the round caddie and guest will agree on the following:
  - Will the caddie carry the guest’s golf bag or work as a group caddie?
  - Will the caddie pull and replace clubs in the guest’s golf bag or does the guest prefer to be the only one handling clubs?
- Caddie will check in with guest on the comfort level of service and social distancing throughout the golf round
- Caddie will wear a mask of their choice and will be provided with latex gloves that they may wear at their discretion
- Caddie will be provided with disinfectant to be used during the golf round
- Caddie will be reminded of the importance of washing hands frequently
Reception Areas
• Entry doors will be sanitized at least once per hour
• Weather permitting, doors will remain propped open
• Lobby areas are limited to ten guests at any given time
• Social distancing markers have been placed on the floor, encouraging six feet of distance between guests

Arrival at the Gate House
• Gate Attendant will greet each staff member and guest at the North and South entrances to the resort
  • Guest will be advised to practice social distancing by standing at least six feet away from other people not traveling with them, and asked to use hand sanitizer and to wear a mask, which will be provided by the resort
  • Staff will be asked if they have a mask and if they have any symptoms of illness
  • Signage will be displayed outlining proper mask usage and current physical distancing practices in use throughout the resort

Shuttle Service
• Drivers will wear protective masks and gloves
• Plexiglass shields have been installed between driver and guest
• Shuttles are limited to four guests and a driver in the shuttle at one time
• Guests will handle their own golf bag and luggage
Stopping the spread of germs is paramount to our operations and we will ask that you are diligent about adhering to the following guidelines:

- Customary handshake will be replaced with a warm hello
- Maintain physical distancing of 6 feet
- Avoid touching your eyes, nose, and mouth
- Wear a face mask covering your nose and mouth
- Cover your sneeze into your inner elbow
- Frequent handwashing with soap is vital to help combat the spread of germs
- Stay home when you are sick
Closed

• Bunker Bar
• Business Center
• Grove Reception
• Hot Tub and Sauna
• Library Lounge
• Lodge Fitness Room
• Massage Center
• Outdoor Fire Pits
• The Tap-In
Bandon Dunes Golf Resort will waive all cancellation fees for room and tee time reservations, including group reservations, with arrival before December 31, 2020, provided the resort is notified at least seven (7) days prior to arrival.

For reservations arriving after December 31, 2020, the following cancellation policy will apply.

**General Reservations**
- Confirmed rooms and tee times are the responsibility of the booking party.
- To avoid penalty, all room and golf reservation cancellations must be made no less than thirty (30) days prior to the arrival date.
- Cancellations/reductions made less than thirty (30) days prior to arrival will result in forfeiture of the deposit.
- Seasonal stay and play combo deposits are non-refundable if canceled less than thirty (30) days prior to arrival.
- Golf-only reservations are non-refundable.

**Group Reservations**
- All group reservations include a ninety-day cancellation policy. For more information, please refer to the contract.
- For questions or to request changes to reservations, please contact the group coordinator.
Please click on the resources below for the most up-to-date information and prevention tips regarding COVID-19:

- CENTERS FOR DISEASE CONTROL AND PREVENTION

- U.S. TRAVEL ASSOCIATION

- OREGON HEALTH AUTHORITY
FREQUENTLY ASKED QUESTIONS

Where can we eat our take-out food?

While staying at the resort, our team has set up grab and go food options for breakfast, lunch, and dinner. You are able to take your meals back to the room or eat while playing golf. Unfortunately, you are not able to eat inside the restaurant, the lobby or on a patio adjacent to a restaurant.

Will alcohol be served and where can we drink alcohol?

Alcohol is available in sealed containers for consumption in guest rooms. Current restrictions from the Governor’s Executive Order prohibit us from selling for consumption in restaurants or on the golf courses.

Will the Punchbowl be open?

We will have the Punchbowl open on May 11. All guests will need to follow proper social distancing. The Tap-In Bar will be closed.

Is the pro shop going to be open?

The golf shops will be open but will be managed in a way to promote social distancing and limiting exposure.

When will the massage center be open?

Currently, our state mandates that all massage centers and services remain closed.

Will caddies or at least a forecaddie be available for the group?

Caddies & forecaddies will be available. Some aspects of the caddie experience will be adjusted in a way to ensure social distancing or using PPE, but the caddies are ready to help our guests with their services.

Can we bring our own grill due to limited food and beverage?

No grills of any type are allowed on property.