

Chanco's COVID-19 Policies and Help Sheet

We take great pride in maintaining the highest standards of cleanliness and hygiene. At this critical time, we are taking the following measures to maintain these standards:

1. We have increased the frequency of cleaning our public areas (including door handles, public bathrooms, etc.) and have continued the use of commercial-grade disinfectants, listed on the EPA's Registered Antimicrobial Products for Use Against Novel coronavirus SARS-CoV-2, the Cause of COVID-19
2. We have increased the deployment of antibacterial hand sanitizers
3. We are cautioning our staff to stay home when sick in order to prioritize the health and safety of our guests and staff.

The most important thing for all of us to do is to follow the guidance of the Centers for Disease Control and Prevention (CDC) and other public health officials to minimize the risk of contracting and spreading the virus. Prior to arrival, all guest must undergo a self-given health screening including a temperature check and must have been symptom free for 14 days.

Social Distancing Policies:

1. Please limit your interactions with other guests to activities that can observe social distancing guidelines.
2. Equipment will be sanitized between guests. Equipment that cannot be sanitized may not be shared.
3. Six feet of space should be observed at all times when interacting with other guests or staff.
4. A mask is recommended whenever interacting with staff or other guests.
5. Building access is limited to the ones that your group has reserved. The Pavilion is closed and off limits to guests.

Meal Policies:

1. Other than at specific meal times, the dining hall and associated restrooms will remain closed. At meal times, guests will enter and exit thru doors off the porch.
2. All guests will be asked to dine at the same table for the duration of their stay. In the serving line, and at all other times when not seated at one's table, guests are asked to wear mask while in the dining hall.
3. All meals will be served cafeteria style with Chanco staff serving the food. Guests are to maintain a distance of 6' apart while going through the serving line.
4. At the end of your meal, please leave all table service at your table. The staff will be glad to clean up once you have left.

Other important information:

1. The fireside lounge, Chanco office and small private dining room remain off limits for the duration of your stay. If guests need to visit the office, they may approach the large sliding glass window on the porch.
2. WIFI – Limited WIFI is available. Network: Guest Password: SpringGrove Please remember that due to our remote location, internet is available but will not support streaming services. Downloading resources you may want during your stay is recommended.
3. Keys: Your room will be unlocked with your keys placed on the bed closest to the door. Please do not leave valuables unattended. Chanco on the James is not responsible for lost or stolen items. Upon departure you may leave your keys in the room and lock the door.

Recommended packing suggestions:

1. You will want to bring any personal items and clothing that you may need. To fully enjoy our outdoor spaces, items such as raingear, waterproof shoes, beach attire, comfortable walking shoes are all options you may want to consider.
2. Guests are encouraged to bring their own pillow. We have temporarily removed pillows from all lodging rooms. Linens and towels will be provided.
3. To help avoid cross-contamination, we have removed public seating from outdoor spaces. You may wish to bring your own lawn chairs, hammock, etc.
4. Other Suggestions:
 - Bring your own fishing poles (please do not fish from the dock. Make sure you are 200 feet away from our swimming and boating areas).
 - Bring your own bicycles and helmets.
 - Bring your own other fun outdoor family games such as Corn Hole, Can Jam, Spike Ball and Wall Ball.
 - Flashlight, sun screen and bug repellent.
 - Prayer and meditation materials.
 - Life jackets are required for all boating activities. If you do not have your own, one will be assigned to you for the duration of your stay. Life jackets are not sharable.

Emergency information:

On Site Host – 888-7CHANCO (888-724-2626)

Surry County Emergency Number (Faster than 911) – 757-294-5264