



Shou Sugi Ban House Elevated Stay Commitment

Shou Sugi Ban House has established its Elevated Stay Commitment in accordance with guidelines from the National Institute of Health (NIH), Centers for Disease Control and Prevention (CDC), as well as New York state and local health departments to help prevent the spread of the COVID-19 virus. These enhanced protocols have been designed to provide further assurance to our guests about the measures we are taking in advance of and during their time at our gated sanctuary in the Hamptons.

Shou Sugi Ban House is practicing these heightened measures and precautions to preserve our collective health and safety. As federal, state and local guidelines are updated with best practices, we will continue to evolve our processes.

Staff Health + Protocols

- Since reopening on June 1st, we have reduced staff presence on-site and have staggered schedules on a daily, rotational basis.
- All team members will wear face masks at all times when on property and will be subject to temperature and pulse-oximeter checks at the start of each shift.
- Employees are instructed to stay home if they do not feel well and have been instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.

Guest Arrival & Departure

- A simplified check-in process will be implemented. Upon arrival, all guests will be asked to remain in their vehicles until a masked and gloved member of our welcome staff approaches to perform a pulse-oximeter and contactless temperature check on each individual in the vehicle.
- If guests present healthy oxygen and temperature levels, our welcome staff can offer transportation in an enclosed golf-cart to their guest studio. Optional assistance with luggage will be offered and our team can also guide guests from a distance to their studio by foot.
- Should a guest present unhealthy oxygen and temperature levels, entry to Shou Sugi Ban House will not be permitted at that time and guests will have the option to reschedule their stay at no additional cost after a two-week period has passed.
- All staff and visitors to Shou Sugi Ban House are required to wear a face mask when outside their private guest studio and to maintain a social distance of at least six feet when possible.
- In lieu of a personalized tour of the guest studios, sanitized iPads will be available in each studio to access welcome information and our virtual video room guide.
- Upon check-out, electronic folios will be sent to guests via email the morning of departure. Studio keys may be left in the guest studio to avoid unnecessary contact with our Host Desk.

Upgraded Cleaning Measures

- Our property uses cleaning products and protocols which meet EPA guidelines and have been deemed as effective against viruses, bacteria and other airborne pathogens.
- We have increased the intervals of thorough cleaning of our indoor and outdoor spaces. This includes frequent disinfecting of common areas and high-touch surfaces by guests including light switches, door handles, fireplace remote controls, yoga mats and other fitness props, interiors of our Tesla fleet, golf carts, and back-of-house spaces through the combined use of hospital-grade cleaning solutions, steam cleaning and UV sanitizing lights, as appropriate.
- All air filters have been upgraded to new filters which are equivalent to the quality of N-95 masks (MERV rated 13+) which are designed to eliminate a majority of airborne contaminants.

Guest Studios

- All guest studios have undergone deep cleanings and will continue to be sanitized with hospital-grade disinfectants between reservations.
- Complimentary masks, disposable gloves and disinfecting wipes will be provided in each guest studio and will be refreshed as requested.
- Extra pillows and blankets, normally available in the guest studio closets, will be removed and be available upon request.
- Pre-packaged snacks, normally set in each guest studio, will instead be provided in the Main Barn for guests to take as they wish.

Housekeeping

- To accommodate personal preferences, our team can discuss with each guest their level of comfort with you to determine how often, and when, our housekeeping staff can access their room during their stay.
- Our nightly turn-down service is at 6PM. At this time fresh towels and snacks will be delivered to your door. If you would like to have your room serviced at any point housekeeping is available between 9AM-2PM and 3PM-9PM.
- Contactless nightly turndown service, amenity exchanges and litter removal will be available for those who wish to refrain from daily housekeeping services.

Common Spaces

- Individual sanitizing stations, equipped with hand sanitizer, disinfecting wipes, masks and gloves, are placed throughout our common areas. Frequent use is strongly encouraged for both guests and staff.
- All guests are asked to maintain a safe distance of at least six feet from other guests and staff members at all times on property.

- Pool chaises and lounging areas have been rearranged to offer at least a six foot distance between guests.
- Our team will be available in-person at our Host Desk in the Main Barn, and we ask that guests maintain a safe distance when approaching this area. Our team will also be available by text message or phone for any requests or questions you may have.
- For the safety of others, we ask that guests do not put any books from the library back on the shelf when they have finished reading. Our staff will collect all books and disinfect them before returning them to the library.
- A no-touch policy will be in place for all of our retail items displayed on shelves in the Main Barn. Should guests wish to purchase an item, a member of our staff will be happy to facilitate.

Spa

- The spa's capacity will be reduced to 50% of the maximum capacity, inclusive of both guests and staff.
- All spa guests are requested to arrive no earlier than 15 minutes prior to their scheduled appointment time. Guests who arrive earlier than this may be asked to remain in their guest studios or in their vehicles in order to maintain proper social distancing with other guests already in the spa.
- All spa guests are requested to depart at their scheduled departure time in order to maintain proper social distancing.
- Guests are required to wear face masks at all times, with the exception of when they are facedown on a treatment table receiving a treatment.
- The relaxation lounge in the spa will be closed until further notice and direction from the state and local authorities.
- No more than one person will be allowed in the spa's locker rooms at one time, unless guests have been isolating together.
- Guests are required to maintain at least 6 feet of separation between other guests and Shou Sugi Ban House staff members. At times when social distancing is not possible, e.g., during treatments, masks will be required for both guests and staff.
- Due to the inability to wear face coverings during treatments, facials and Watsu massage therapy will not be offered at the Shou Sugi Ban Spa until deemed appropriate by state and local authorities.
- Already standard for Shou Sugi Ban House Spa's hygiene protocols, fresh coverings will be placed on face cradles, linens will be changed, and tables will be thoroughly sanitized between guests.
- To reduce the amount of shared objects, massage therapists will have their own sets of oils. In the rare instance where therapists need to make use of any shared objects, therapists will perform hand hygiene before and after contact.

- All Shou Sugi Ban House staff will be subject to temperature and oxygen level checks upon arrival for their shifts, and all employees of the Shou Sugi Ban Spa will receive a diagnostic test for COVID-19 every 14 days while Long Island remains in Phase III of reopening.

Outdoor Pool/s

- The Shou Sugi Ban saltwater and Watsu pools are now open for use by overnight guests. Social distancing will remain in effect for guests and staff at the pools and on the roof deck.
- No more than one guest, or two guests who have been isolating together, will be permitted in each of the plunge pools at a time.
- No more than two guests will be permitted in the Watsu pool at a time.

Wellness Activities

- Wellness activities will currently be limited to private activities only and will follow CDC guidelines for the allowed number of people gathering in one location. Please inquire with our Guest Services team to reserve virtual fitness, meditation, sound healing, nutrition consultations and more.
- Social distancing will be practiced throughout any activity for the health and safety of both our guests and staff.
- Guests will be provided with single-use amenities for all programs. In cases where single-use products are not an option, such as yoga mats, fitness props and other equipment, these items will be sanitized with hospital-grade disinfectants and will remain untouched for at least 24 hours until their next use.

Culinary

- Guests will have the choice between socially-distanced outdoor dining areas or in-room dining to enjoy breakfast, lunch and dinner.
- For those wishing to enjoy in-room dining, meal orders may be placed from iPads available in each guest studio. Guests will be notified by text message when their food has been placed outside. When finished, guests may place their dishes outside again and notify the host team by text message or phone call to arrange contactless collection. *Please note, a minimum of 24-hours notice is required for all meal orders.*
- Kitchen surfaces will be sanitized with increased regularity.

All procedures and adapted programming are subject to change based on guidance from the CDC and applicable governmental authorities. For the most up-to-date information, please contact our Guest Services team via email at guestservices@ssbhouse.com or by calling (631) 500-9049 (ext 0).