



**COVID-19 Operations Guide
North Carolina Phase 2.5
September 5, 2020 through October 2, 2020**

We are excited to host you at the Shoals Club. The safety of our Members, Guests, and Staff is our primary concern as we navigate COVID-19 together. The club has developed plans to follow all best practices and guidelines established by the State of North Carolina, White House, CDC, and Brunswick County Health Department. In Phase 2-2.5, Face Coverings are required, and some club facilities and services will be open with limited capacity for safe social distancing. We have outlined an idea of what to expect at the Club during Phase 2-2.5, realizing that some details and guidelines continue to evolve. Please be prepared to present your Temporary Membership Card upon arrival to the Gate House, and at all club amenities. Member and Guest Member Cards are required in all areas of the club.

TEMPORARY MEMBERSHIP – Effective July 1, All Temporary Membership Registrations must be completed and paid for at least five days prior to arrival. We request that you complete the convenient online Temporary Member Application form by visiting www.shoalsclub.com under the Membership tab and scrolling to the temporary membership section. After submittal, Member Services will confirm receipt of the form and request that you make payment within 48 hours. Your membership cards will be printed and ready, saving you time, and avoiding unsafe lines at the club.

Effective July 1, Walk-ins and Late Registrations (less than 5 days prior to arrival) will be charged a \$100 additional Urgent Registration Fee. Please be aware that walk-in registrations involve waiting in lines; and may take up to four hours to process.

RESTAURANTS - To keep Members, Guests, and Staff safe, we are operating all club dining areas at 50% capacity with three club restaurants available for Temporary Members, reservations are required for dining in AQUA, while the poolside Sandbar Grille and Latitudes Bar/Lounge are first come/first serve seating. Demand is high and capacity is limited, so please plan ahead.

DINING RESERVATIONS - Please call the Shoals Club at 910-454-4888 to make dining reservations for AQUA. Please note that during Phase 2 and 2.5, temporary members can make dining reservations up to 48 hours in advance for AQUA. Reservations are held for 15-minutes and then No-show Reservation Timeslots are given to others. If you need to cancel your reservation, please notify the club at least 3 hours prior to your reservation time.

TAKE-OUT ORDERS - For those who feel safer at home, take-out dinner orders are available from 4:00pm-7:00pm, Wednesday-Saturday. Please call 910-454-4850 to place your contactless take-out order by 7:00pm, and please pick up your order by 8:00pm.

RESTAURANT HOURS OF OPERATION - are available by visiting www.shoalsclub.com

BEACH- Beach chairs and umbrellas are available on a complimentary basis while inventory lasts for use on the beach adjacent to the Shoals Club boardwalk. Shoals Club chairs and umbrellas may not leave the property to be used at other beach accesses on the island and must be returned each day. You will be asked to leave your temporary membership card with the attendant when you check out equipment.



**COVID-19 Operations Guide
North Carolina Phase 2.5
September 5, 2020 through October 2, 2020**

POOLS – Due to North Carolina COVID-19 regulations, pool areas are open at 50% of regular capacity for safe social distancing, reservations required, which may be made within 24 hours of your desired date. Guest Members may reserve up to one time slot per day per membership. Pools are open 10am-8pm through Monday, September 7, 2020 with two-hour reservation time slots. (10:00, 11, Noon, 1, 2, 3, 4, 5). The Shoals Club pools are open 6pm-8pm daily for open swim on a first come/first serve basis based on availability within our capacity limits. Beginning Tuesday, September 8, pools are open 10am-6pm with two hour time slots (10:00, 11, Noon, 1, 2, 3) and 4pm-6pm daily for open swim on a first come/first serve basis based on availability within our capacity limits. **Reservations are required and must be made by calling 910-454-4888. Due to limited capacity, we are often unable to accommodate same day pool reservation requests.** The maximum reservation size is 10pp. We ask for patience and understanding during COVID-19. If you are unable to come for your reservation, please cancel at least three hours prior to your reservation to allow another family on the waitlist to enjoy the pool. All late cancellations and reservation no-shows may lose reservation access for the rest of your stay. Pools will maintain high water quality with proper chemical levels, which kill the Coronavirus.

FITNESS – Per North Carolina COVID-19 orders, Phase 2.5, the Fitness Room will open as of Saturday, September 5, 2020. Please note that reservations are required and can be made by calling 910-454-4888. Reservations can be made up to 48 hours in advance by Full Members and 24 hours in advance by Temporary Members. All Reservations begin on the hour and last for 45 minutes. You may make 1 reservation per day. Capacity limits are as follows: Up to 2 people per reservation if the parties are from the same family unit or share a living space or 1 person per reservation if this is not the case. The Fitness room will be cleaned and sanitized between each reservation; however, we ask that users continue to wipe down equipment after use.

COVID-19 SAFETY - Safety precautions and social distancing principles must be observed including wearing face coverings anytime we are within six feet of another person. If you are sick, have symptoms, or have a temperature, or have had unsafe exposure to someone that has tested positive, please remain quarantined and do not visit the Club. The club will not accept cash and will try to reduce/eliminate contact points. The Shoals Club is participating in the NC “Count on Me” initiative and has trained all food & beverage managers and staff in necessary protocols. There will be some understandable frustration with safe social distancing capacity in Phase 2-2.5. The capacity limitations will make it challenging to allow everyone to use the club when and how they want. We will do everything we can to manage procedures for equitable access; ultimately it will be up to everyone to be kind, patient and thoughtful. Thank you for your patience and support of the Shoals Club.

We wish you and your family a happy and safe visit to the Shoals Club.

F.E. "Woody" Walls
Managing Director
Shoals Club