

OCEAN GALLERY COVID-19 RENTAL POLICIES, STATE AND LOCAL ORDERS AND GUIDELINES:

Updated 6-17-2020

Ocean Gallery Properties has been serving vacationers for over 30 years and is committed to the best customer service on the St. Augustine beach. During these trying times we have enforced our standards and are following government regulations and guidelines as mandated by the Center for Disease Control and the Department of Business Practices and Regulations. As we are provided with the new information, we will continue to update this page.

St. Johns County has been approved for Short Term Vacation Rentals on 5/22/2020 with detailed Plan for Opening Short Term Vacation rentals, which must be adhered to by all vacation rental companies in St. Augustine. To view the plan, please click the link below. The time frame for the duration of these regulations is not known at this time as it is subject to future State Executive Orders and County Ordinances.

- Vacation rental reservations, from areas identified by Governor DeSantis through Executive Order as high risk (**currently CT, LA, NJ, NY**), must be for periods longer than the quarantine mandated by the Order. Guest occupying those vacation rentals must adhere to all quarantine restrictions or be subject to established criminal and civil penalties.
- Reservations must “maintain adequate time” between the guest check-out and the follow up check-in to allow for effective cleaning and disinfecting of the rental properties. In order to follow this directive, some of the reservations will require 24 hours between guest stays. If you have a reservation that is “back-to-back” (same day departure/arrival for individual property) it will be subject to change of leaving one day early. We have been communicating via emails and phones to notify our guests who are affected by this new requirement. You can contact us at any time for further information.

Pertinent State of Florida Executive Orders & St. Johns county Vacation Rentals Opening Plan:

[LIST OF LINKS FORM THE CURRENT PAGE \(OPENING PLAN, EO#112, 114, 120, 123, CDC RESOURCES AND SAFETY PLANS\)](#)

PHASE 2 OF FLORIDA REOPENING:

- Restaurants and retail stores allow 100% occupancy for indoor capacity
- Museums and libraries allow 50% occupancy; State parks and attractions are open
- Barber shops and hair salons are open; Fitness centers and gyms are open with social distancing guidelines in place with 100% capacity
- Bars and entertainment venues (movie theaters) can operate at 50% capacity

ST. AUGUSTINE REOPENING:

- St. Johns county beaches are OPEN
- St. Augustine attractions are open, including St. Augustine Alligator Farm, Lightner Museum, Lighthouse and many more
- July 4th Fireworks Display has been cancelled, with a possibility of being rescheduled for later date.

ADJUSTED BOOKING AND CANCELLATION POLICIES:

Ocean gallery is implementing more flexible cancellation policy due to these unprecedented times. We understand the impact this pandemic has had on everyone and we continue to work with our rental guests and owners through this trying time.

Reservations made prior March 13 ,2020 have options to change the dates of the booking or receive full refund of the payment. **Reservations made after March 13, 2020** have option to reschedule to a future date. These bookings, as well as any new bookings made, are subject to regular Ocean Gallery cancellation policy.

HOUSEKEEPING & COVID-19 GUIDELINES:

We understand the uncertainty facing everyone as we navigate through these times together, to ensure our guest safety we have put additional cleaning, sanitizing and disinfecting measures in place across all of our properties, as required by EPA & CDC. We continue to maintain 24 hrs. in between the guests to ensure the compliance with the new guidelines and internal procedures. Our goal is to provide safe and healthy environment for our guests, owners, staff and vendors.

CDC RESOURCES - <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

CDC SAFETY PLANS - <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

Should you have any questions or concerns, please **Contact Us (LINK)**. To help you continue to stay informed we have included a few websites that are good resources.

CENTERS FOR DISEASE CONTROL - <https://www.cdc.gov/>

WORLD HEALTH ORGANIZATION - <https://www.who.int/>

FLORIDA DEPARTMENT OF HEALTH - <http://www.floridahealth.gov/>

ST. JOHNS COUNTY COVID-19 UPDATES - <http://www.sjcfi.us/coronavirus/>

We sincerely hope that everyone remains safe and healthy during this time, and we look forward to seeing you all again at Ocean Gallery!

FOR THE HOME PAGE PLEASE CHANGE THE WORDING TO:

WE ARE OPEN FOR VACATIONS!!!!

ST. AUGUSTINE VACATION RENTALS ARE RESUMED AND THE OCEAN GALLERY IS EXCITED TO WELCOME BACK OUR RETURNING AND NEW GUESTS. WE HAVE ENSURED THAT ALL OF OUR PROPERTIES ADHERE TO REQUIRED GUIDELINES AND PROCEDURES TO PROVIDE SAFE AND HEALTHY VACATION ENVIROMENT.

For current COVID-19 updates and how it may affect your vacation, please click here ([link to the two pages above](#))