



To our Berkshire By The Sea owners:

As the spokesperson for the staff, I hope you know that we are very proud of the Resort. We all work very hard to continue making improvements and offer you a pleasant environment during your stay. But, we need the cooperation of all of you to be successful.

1. Resort check-in time is 4:00 p.m. We do everything we can to finish before 4, but we can't promise an early check-in. For those of you taking flights resulting in your arrival at the Resort as early as 9:00 a.m., we ask that you understand why the Resort is not ready. First of all, checkout is not until 10:00 a.m. While some guests leave early, many do not leave until 10.

Besides cleaning, we have maintenance to do, inspections that need to be done, future project planning plus common area cleaning. There are also safety concerns while cleaning carts, supply boxes, mops, buckets and other various items block the walkways. So, please plan accordingly. Take a later flight or if you arrive in the area early, go shopping, enjoy the beach or relax around the pool. No guests will be allowed to check in until the staff agrees that the entire Resort is ready. Getting frustrated with our process is not a good way for any of us to start your vacation.

2. Occupancy plans. Every week we get surprised by our in-house guests telling us at the last minute that they are moving to another unit that is in a name other than theirs. We are good at what we do but we are not mind readers. If you are moving to a different unit or your plans include leaving early, just stop by the Guest Services desk at the beginning of the week and let us know.
3. Check-out time is 10 a.m.- no exceptions! When you start your packing plans, remember how you felt when you arrived. You were anxious to get in and get settled. We can't make our check-in goal without everyone's cooperation when you leave.

Let's work together,

*Marianne & The Staff at Berkshire By The Sea*