



To our Casa Ybel Resort Community

On behalf of myself and the Casa Ybel Resort Team, I want to thank you for your loyalty and your visits to our Sanibel Island sanctuary. I wish you nothing but health and safety as we face these challenging circumstances together. As a guest of Casa Ybel Resort, we consider you part of our family. As always, your well-being and safety is our greatest concern. As updates and guidelines provided by the CDC continue to emerge, we encourage you to do what you feel is best for you and your loved ones to remain healthy and secure. If you are an upcoming guest with us or just a visitor to our Thistle Lodge Beachfront Restaurant, we hope you find confidence in knowing that we are going above and beyond to take all precautions to keep our premises safe and clean.

We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the COVID-19 virus, we have taken additional measures developed in consultation with global and local public health authorities (including the [WHO](#) and [CDC](#)) to make our cleaning and hygiene protocols even more rigorous:

- Our resort teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas and customer touch points (including lobbies, door handles, railings, public bathrooms, lounges etc.) and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial hand sanitizers.

We are open and waiting to welcome you, but we also recognize that the current uncertainty surrounding the COVID-19 virus, and the evolving guidelines provided by the CDC, may require you to alter your plans. If you need to rebook or adjust any reservation booked directly with us, you can call our reservations line at 800-276-4753. If you have booked your stay through an online travel agency, please call your provider and they can assist you in rebooking or adjusting your stay. Whenever you decide to join us, today, tomorrow or any time, you can expect the same warm welcome home you've come to know and plan to rest easy knowing that we intend to take every possible step to ensure that you feel confident and safe.

As for our property restaurants, we plan to continue to uphold the high standards of hygiene and food handling safety that keep our guests safe and their food fresh on a daily basis.

We are in this together, and we hope that the current COVID-19 virus will be fast contained. If you have any questions or concerns, we are here for you. We look forward to seeing you soon and wish to reassure you that we are doing everything we can to promote a safe and enjoyable visit.

Sincerely,

General Manager
Casa Ybel Resort

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