



FREQUENTLY ASKED QUESTIONS

SUPPLEMENTAL DECLARATION OF BUNCOMBE COUNTY STATE OF EMERGENCY & "STAY HOME, STAY SAFE" ORDER

*Developed by Asheville Homestay Network with assistance from Buncombe County Emergency Operations Center
Updated April 9, 2020*

1. What are the general requirements of the Order?

All individuals are to stay at their place of residence. For the purposes of this Order, residences include hotels, motels, shared rentals, and similar facilities. All persons may leave their residences only for Essential Activities, or to provide or perform Essential Governmental Functions, or to operate Essential Businesses.

2. Does that mean that Homestays can still receive guests who are in the area for Essential Business?

Yes. Guests who want to book your homestay may rent the space for less than 30 days; however, prior to booking, or after booking if you use the Airbnb Instabook feature, the host must ask the guest the purpose of their stay. If it is for leisure or vacation travel, and not Essential Business, the host cannot accept the booking. Hosts MUST document the essential occupation and nature of any new resident making reservations from outside of Buncombe County. A form to document this information is available at AshevilleCVB.com or [download here](#).

3. Can I offer my homestay for a construction worker from South Carolina?

Yes. Construction is essential business. Guests on essential business needing lodging overnight do not need to self-quarantine.

4. Can I offer my homestay for someone from outside the County who is coming to care of someone in the area?

Yes.

5. Can I offer my homestay for someone who is passing through the area, but just needs a place to stay overnight?

Yes, but all guests in the party need to self-quarantine. This means they must stay in their lodging space from check-in to check-out. They cannot walk in the neighborhood, go to the grocery or even go to a restaurant for takeout. If they order food from a restaurant it must be delivered to them at your homestay.

6. My homestay space does is not segregated from the rest of the house and does not have a separate entrance. Is it Ok for me to host guests as long as they are not leisure travelers?

Yes, the Order does not make any distinction between the different type of homestay spaces. However, the County said that homestay spaces that are segregated could have restrictions removed first. No decisions have been made on this as of yet.

- 7. Can Homestays house Healthcare Professionals traveling from outside Buncombe County, or Healthcare Professionals from within the County, for the purpose of having separate space from their families?**

Yes.

- 8. Do Essential Business travelers or Healthcare professionals traveling from outside Buncombe County need to self-quarantine, if they are coming from COVID-19 hotspots, such as New York or Washington?**

No.

- 9. When does the Order expire and will it be extended?**

The current order in place beginning at 6 a.m. on April 9 is in place until rescinded. The County is very aware of the economic impact to the community, but needs to balance the health concerns of relaxing the County restrictions too quickly, which could result in a resurgence of the virus.

- 10. Where can I find additional information on what is defined as Essential Business?**

The list of essential businesses can be found toward the end of the County's interpretive guidance document, [linked here](#). There have been several expansions and clarifications, including but not limited to drive-in worship services, wedding and funerals (limited to 10 people including officiants and staff), lawncare and landscaping, and realtors. For a more detailed description of essential businesses, the complete language of the Order is [linked here](#).

- 11. Is there an overview of the Order I can send to my guests upon booking or hand to them upon arrival?**

Yes, Explore Asheville has worked with local lodging owners and attorneys to create [this document](#). Additionally, there is an interpretive guidance document that accompanies the Order that can be found [here](#).

- 12. To ensure my guests are safe upon arrival are there recommended cleaning practices that I should follow?**

[These cleaning guidelines](#) were developed by the Center for Disease Control (CDC). Please check back periodically as they are continually updated as more is learned about COVID-19 and best cleaning practices.

To help address other questions, Buncombe County and the City of Asheville are operating the [Ready Team call center](#), an extension of the Emergency Operations Center. It is focused on business and general questions about COVID-19 and the Stay Safe, Stay Home Order. The Ready Team can direct you to the best source for the information that you need. The Ready Team call center operates Monday-Friday from 8 a.m.-5:00 p.m. The Ready Team can be reached at (828) 419-0095 or by email at ready@buncombecounty.org.