



## **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  
April 3, 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 Instabook, the host must ask the guest what is the purpose of their stay. If it is for leisure or vacation travel, and not Essential Business, the host cannot accept the booking.

**3. 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.

**4. 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.

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

The current order expires at 6 a.m. on April 9. The County is continuing to monitor the COVID-19 situation and will make a determination on April 8 as to whether the Order will be extended in its current form, aligned with the existing State restrictions, or something else. 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.

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

The complete language of the Order is linked [here](#). Scroll to section 9. b.

**7. 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](#).

**8. 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.