

# Linens Standards and Process

Maintaining a premium and consistent guest experience starts with high-quality linens. Below is an overview of Stay Fire Island' linen standards, replacement policies, and cleaning procedures.

## CLEANING & MAINTENANCE

- All properties must use plain white linens.
- Stay Fire Island keeps these linens in stock and can provide them for purchase:
  - o Stay Fire Island linen pricing sheet [here](#).
  - o White linens allow for high-temperature washing, stronger detergents, and better stain treatment.
  - o This ensures a uniform, hotel-quality guest experience.

## REPLACEMENT POLICIES

- Stay Fire Island Linens:
  - o Damaged or stained linens are replaced at no cost.
- Personal Linens:
  - o Personal linens will be replaced with Stay Fire Island linens as needed.
  - o No reimbursement will be provided.
  - o Personal linens should be stored in your owner's closet.

## REQUIRED LINEN & TOWEL INVENTORY

- Each property must maintain:
 

o Pillows: 4 per bed	o Duvet Covers: 3 per bed	o Bathmats: 3 per bathroom
o Pillowcases: 3 per pillow	o Mattress Pad: 1 per bed	o Hand Towels: 6 per bathroom
o Sheet Sets (fitted + flat): 3 per bed	o Bath Towels: 4 per max occ.	o Makeup Towels: 2 per full bathroom
o Comforters: 2 per bed	o Washcloths: 4 per max occ.	o Pool Towels: 2 per max occ.
- If additional linens or towels are needed, Stay Fire Island will replenish them and invoice accordingly.

## LINEN CLEANING & RETURN PROCESS

Linens are laundered professionally off-site and returned during the next scheduled clean.

If linens appear "missing," they are in the cleaning cycle.

If linens are needed sooner, they can be picked up at the laundromat or delivered (runner fee applies).

## OUR COMMITMENT

These standards ensure every guest enjoys a comfortable, clean, and elevated stay—while protecting your property.

For any questions, please contact [housekeeping@StayFireIsland.com](mailto:housekeeping@StayFireIsland.com) or your Account Manager.



## STAY FIRE ISLAND LINEN STANDARDS & PROCESS

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### 1. LINEN STANDARDS

- All properties must use plain white linens.
- Stay Fire Island keeps these linens in stock and can provide them for purchase:
- [https://StayFireIsland.com/pdf/StayFireIsland\\_Linens.pdf?v=2025-05-05](https://StayFireIsland.com/pdf/StayFireIsland_Linens.pdf?v=2025-05-05)
- White linens allow for high-temperature washing, stronger detergents, and better stain treatment.
- This ensures a uniform, hotel-quality guest experience.

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### 2. REPLACEMENT POLICIES

- Stay Fire Island Linens:
  - Damaged or stained linens are replaced at no cost.
- Personal Linens:
  - Personal linens will be replaced with Stay Fire Island linens as needed.
  - No reimbursement will be provided.
  - Personal linens should be stored in your owner's closet.

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### 3. REQUIRED LINEN AND TOWEL INVENTORY

- Each property must maintain:
  - 3 complete linen sets per bed
  - 4 bath towels per maximum occupancy
  - 2 pool towels per maximum occupancy
- If additional linens or towels are needed, Stay Fire Island will replenish them and invoice accordingly.



#### 4. LINEN CLEANING AND RETURN PROCESS

- Linens are laundered professionally off-site and returned during the next scheduled clean.
  - If linens appear “missing,” they are in the cleaning cycle.
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#### NEED THEM SOONER?

- Pick up at the laundromat, or
- Request delivery (Runner Fee applies)

#### OUR COMMITMENT

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These standards ensure every guest enjoys a comfortable, clean, and elevated stay—while protecting your property.

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