



## COVID-19 PROCEDURES



### CARLISLE BAY RESORT

is the epitome of laid-back luxury; situated on the sheltered south western shore of the Caribbean island of Antigua, overlooking white sand and tranquil turquoise waters and surrounded by lush rainforest. A small boutique hotel with 87 suites, all with designated beachfront, ensuring space and comfort of each and every guest as the resort spans a pristine horseshoe bay.

Instilled with genuine West Indian conviviality, this beach and spa resort, offering all-suite accommodation is ideally suited to seclusion and relaxation. The architecture is in keeping with the simple yet charming style of the Caribbean, and the décor throughout is restful and elegant.

Four separate and unique restaurants, mainly open air and leading out onto the beach, allows ease of maintaining social distancing protocols. Using the freshest and healthiest of Caribbean ingredients direct from our on resort herb garden to create inspired and enticing menus.

#### INDIGO ON THE BEACH:

Mediterranean Style cuisine with a Caribbean twist on the beachfront

#### EAST:

A taste of the orient with Japanese, Thai and Indonesian inspired dishes

#### OTTIMO:

Authentic Italian cuisine at our relaxed poolside restaurant with wood-burning pizza oven

#### JETTY GRILL:

Caribbean cooking at its finest, on the grill, with fresh, locally sourced ingredients, adult-only dining at the end of the beach.

A visit to Cara Organic Beauty Spa is simply a must for wellbeing, rebalance and reconnect with ESPA and allow our experienced therapists to take you on a journey, all treatments are designed holistically to restore equilibrium, cultivate peace of mind and bring a deep sense of relaxation to body, mind and spirit. Additionally, take advantage of the daily sunrise and sunset Yoga and Pilates sessions with our expert yoga instructor, and promote flow and ease of movement whilst practicing in the elements. Other facilities include: nine tennis courts (with in-house tennis pro), state of the art gym, sauna and plunge pool, fully equipped water sports centre, library and screening room.

Private trips are available on board our Fjord36 motor boat to whisk you away to a remote beach and spend the day in privacy, exploring more of the island, hiking through nature trails or simply enjoying a picnic in an idyllic setting.

Carlisle Bay is well positioned to deal with the current climate, from private transfers on arrival and VIP service through the airport, minimising time spent in contact with other travellers.

As we prepare to welcome you back to Carlisle Bay. We are committed to the highest standards so that you can have complete confidence when you stay with us. We have adapted our new innovative cleaning program and added additional products and services to ensure the health and safety of both our guests and staff. We can assure you that we are doing everything within our power to offer complete security. In addition to following all industry protocols and standards, we've incorporated several enhanced deep cleaning and sanitisation measures, and are retraining staff on proper cleaning and disinfecting techniques. We are implementing guidelines and protocols from the best practices generated by the World Health Organisation (WHO) and Centers for Disease Control and Prevention (CDC). We have made a sizable investment because we know it is the right thing to do.





## CLEANING PRODUCT

We've implemented new, extensive cleaning and sanitisation processes, some of which will be visible to guests and others that are not; these processes include –



## SANITISER STATIONS:

Stations with sanitiser and disinfectant wipes will be accessible throughout the property.



## ENHANCED CLEANING & SANITISATION:

These processes will take place throughout our resort, including utilising disinfecting equipment and cleaning agents that meet or exceed established guidelines.

Some of these protocols include:

- Utilising cleaning and sanitisation chemicals that are certified to kill up to 99.9999% of all bacteria and viruses (including the COVID-19 virus)
- Electrostatic sprayers to apply disinfectant coatings on hard and soft surfaces
- Frequency of cleaning will be increased for public spaces like restrooms and high-use common areas such as entryways and service counters
- An increased number of team members will be on duty, dedicated to cleaning and sanitising our Resort



## OUR STAFF:

**Safety & Security Staff:** Our safety and security teams are being trained on additional procedures and will remain ready to help any guests as needed. Physical distancing and PPE will be utilised. Brief removal of mask may be required for identification purposes.

- Upon arrival to work, a temperature check will be performed
- Staff will be wearing masks and eye protection
- Uniforms will be sprayed with a disinfectant that kills 99.9% of viruses and bacteria
- Sanitation mats will be placed at the employee entrances
- Staff will exercise physical distancing
- Staff will wash hands frequently



## CHECK-IN / CHECK-OUT – FRONT DESK:

- Encourage guests to use our online express check in to minimise front desk activity
- Recommend only one person for the check in process whilst others are escorted to suite
- Face coverings are not required but recommended by guests
- Plexiglass shields have been installed at the front desk and office reception
- Additional personnel will be available to streamline the check in/out process
- Our staff will sanitise all luggage items
- Suite keys will be sanitised upon handing to the guest at check-in
- Hand sanitiser is available





TO FURTHER ENHANCE THE SAFETY OF OUR GUESTS AND TEAM MEMBERS, WE ARE ADDING ADDITIONAL PROTOCOLS THAT SUPPORT RECOMMENDED GUIDELINES FOR FOOD AND BEVERAGE SERVICE, AT THIS TIME, ALL BUFFET-STYLE RESTAURANTS AND BANQUETED EVENTS WILL REMAIN SUSPENDED. FURTHER CHANGES WILL BE MADE AS WE IMPLEMENT OUR RESPONSIBLE HOSPITALITY PROGRAM, INCLUDING:

- The resort will have a reduced seating capacity, and we will be limiting the group sizes permitted to dine together to help maintain distancing
- Dining tables, counters and seating will be cleaned and sanitised after each use
- Resort will utilise contact-less food delivery methods whenever possible
- Team members will wear gloves when preparing food items
- Resort will utilise disposable menus and provide a new menu for each guest
- Some cuisines may be limited due to product availability and to reduce the amount of staff required in our kitchens
- Self-service drink stations will be temporarily closed
- Single-use condiments and utensils will be available upon request



UPON REOPENING, OUR RESORT WILL LIMIT OCCUPANCY, WE WILL ADJUST OCCUPANCY PLANS AS CONDITIONS ALLOW. FUNDAMENTAL CHANGES GUESTS CAN EXPECT WHEN THEY STAY WITH US INCLUDE:

- Hotel guests will receive a complimentary welcome package upon check-in equipped with mask, gloves and disinfectant wipes
- Each room will be deep cleaned before occupancy with a peroxide based cleaner and disinfectant (a sanitation seal will be posted on each door to alert guests that the suite has been thoroughly sanitised)
- We will use a 2-person team to change over each room, one to remove used items and one to place new, sanitised items on disinfected surfaces
- Some in-room items will be removed, including throw pillows and printed materials
- All high-touch surfaces including coffee makers, remotes, door handles and light switches will be cleaned and disinfected
- Hand Sanitizing stations are available throughout the property
- Sanitation mats will be placed at the entrances
- Cleaning and sanitising the high traffic common areas frequently
- Remote controls will be bagged after sanitation
- The suite will have hand sanitiser and sanitising wipes
- IMPORTANT NOTE: daily maid service will only be performed by request (the guest has the choice of maid service or a replacement set of linens and towels)
- No staff will enter the suite without expressed permission from the guest unless the case of an emergency or situation that has a potential of excessive damage to the suite







## SPA

We would like you to relax during your visit and immerse yourself into the spa experience, for this reason, we have taken extra measures to safeguard our guests before arrival.

We kindly ask the following:

For the safety of our guests and employees, if you or a member of your household has developed any of the following symptoms: Cough, Fever, Breathlessness, Sore Throat, Headaches within the last seven days, please contact the Spa before arrival of your appointment or facility use, so we can obtain further information.

As a gentle reminder, if you or any member of your household has recovered from any of these symptoms within the last 14 days we recommend you call the Spa prior to arrival. If you have any questions, please do not hesitate to contact us and we look forward to welcoming you back to the Spa.



## DEALING WITH A SUSPECTED CASE COVID-19

- Manager on Duty to take responsibility and become the Crisis Controller
- Isolation of Suspected/Confirmed case
- Communication to Crisis Management Team
- Physical and medical assistance of the case
- Contact with confirmed cases



## TRAVEL TIPS

- Your safety and well-being is our top priority. If you're staying with us, there are steps you can take to help prevent COVID or other illnesses.
- Don't travel if you're sick.
- Carry your sanitiser.
- Bring a face covering.

Though the guest experience may be different than in the past, we remain committed to providing a clean, relaxing and enjoyable environment for guests.



CARLISLE BAY  
ANTIGUA

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