



COUPLES COMMITMENT TO CDC STANDARDS OF CLEAN

At Couples Resorts, nothing is more important to us than ensuring the health and wellbeing of our staff and guests. In accordance with disease prevention guidelines issued by the Center for Disease Control, World Health Organization, and Jamaica's Ministry of Tourism, in collaboration with the Ministry of Health & Wellness, we are adhering to the following new or enhanced protocols as follows:

INCREASE THE FREQUENCY OF HOTEL CLEANING AND SANITIZATION PROCEDURES.

- Staff – Couples Resorts staff have been trained with frequent hand washing, as well as wearing gloves and masks. Back of house areas such as offices, laundry rooms and staff entrances will be deep cleaned daily.
- Hand Sanitizer Stations & High Traffic Areas – Hand sanitizer stations have been added to high-traffic areas and Couples has increased the cleaning frequency of public areas.
- In-room Cleaning – Guest rooms will be deep cleaned with CDC approved cleaning agents and two masks will be made available in every room. Masks will also be available upon request. Masks will only be necessary in areas where social distancing is not possible.
- Increased frequency of cleaning and disinfecting of public spaces, including high-touch surfaces such as elevator buttons and door handles.
- Increased frequency of cleaning of "back of house" areas, such as staff entrances, laundry rooms, and offices.
- Daily deep cleaning and sanitization of all kitchen and spa areas.
- Enhanced cleaning and sanitizing of all tabletops, including between every use.
- Airport Transfers – Airport shuttles will be cleaned prior to and following each transfer; social distancing will be implemented with reduced passengers on each bus at a maximum of 50% capacity.
- Beach & Pool Areas – Lounge chairs will be spread out in pairs on the resorts' beach and pool decks to meet social distancing guidelines. Water Sports will wipe down after each use.

ESTABLISH PROACTIVE PROTOCOLS FOR PREVENTION AND DETECTION.

- Guest & Employee Temperature Screenings – Before entering Couples' airport shuttles, guests' temperatures will be taken. Employees' temperatures will also be taken prior to the start of their shifts.
- Adhere to all social distancing guidelines in our restaurant seating and on transfer buses.
- Onsite Detection Team – There will be an Onsite Detection Team at each property consisting of the resort general manager, operations manager and director of security, responsible for establishing a procedure to handle any detection of a potential case.
- Couples Resorts App features to include general information, requests, concierge reservations, and more.
- Contactless Check In – Guests will be asked to pre-register online before arrival and self-check in at the resort via tablet stand or their mobile device. Welcome packets will be ready in advance for self pick up.
- Dining – Restaurants will be seated at a lower capacities with 6-feet between tables. All tabletops will be sanitized prior to each use and Couples' restaurant kitchens will be deep cleaned daily. All buffets and self-serve stations will be replaced with a carte dining or staff-managed service.
- Excursions – Some excursions will be restricted due to government guidelines. Please check with the Tour Desk about availability upon arrival.

