



Physical Social Distancing Plan

Area	Solution
Lobby	Floor markers indicating waiting positions observing six-foot distance between guest
Seating in Lobby	Lobby furniture is arranged allowing for the recommended six-foot distancing.
Front Desk Check-in	Guests are encouraged to check-in using the hotel check-in app before arrival. The front desk has a glass partition to maintain social distance and to safeguard the staff and guest.
Gym	Reservations for the gym is required in order to accommodate only two persons maximum who are family or travelling together. Also, to allow time for sanitizing
Swimming Pool	The number of persons using the pool area is restricted to four persons at any one time. Signs are strategically placed to remind guests and staff to maintain the recommend six-foot social distance while in the water.
Swimming Pool Deck	Pool deck furniture is arranged with distances of six feet apart.
Gift Shop	The small gift shop will accommodate one person at a time. The cashier is protected with the glass partition around the cash register.
The Bongos Restaurant	Prior reservations are necessary to ensure there will be no more than six guests in the outdoor terrace and six guests in the indoor dinning area at any one time. The seating and tables are arranged to ensure six feet distancing. Guests are encouraged to order room service where possible.
Area	Solution
Almond Tree Beach Deck	The table & chairs will be arranged with a distance of six feet between and a maximum of eight couples with be allowed at any single time. The Almond Tree Grill has a partition the Grill serving Counter to maintain safety between wait staff and chefs.

Beach Sandz Bar	The bar chairs will be removed from the bar, guest will not be allowed to consume purchases at the bar. Markers are placed around the bar floor to indicate the queue for placing orders.
Beach	Signs are strategically placed to remind guests and staff to maintain the recommend six foot social distance while in the water.
Spa	Spa treatments are offered strictly by appointments to ensure service to only one person at a time and allow for adequate time for thorough sanitization.
Signage	Signs reminding staff and guests to maintain the recommended six-foot social distancing is placed at strategic positions for maximum effect. Signs are also placed in bathrooms and near sanitization station and hand wash stations reminding staff and guests to wash and sanitize hands regularly. Signs are placed at restaurant entrance and bars requesting guests to wear masks while in the area.
Staff	Staff entrance have floor markers indicating waiting distance, sanitization procedures and reminders to wear masks and face shield where applicable.

Sanitization and Communication Plan

Item	Action Plan
Lobby	Contactless Sanitization dispensers will be conveniently placed for guest use at the lobby entrance and also inside the lobby
	The lobby area and floors will be sanitized using an electrostatic mister every hour during the day and night
Check -in	Guests will be encouraged to self-check-in online on their devices and on completion will receive their room keys which will be presented in a sealed sanitized package.
Arriving Guests:	Guests luggage will be received by the bell captain and sanitized using electrostatic mister and placed on sanitized luggage cart for transportation to be placed outside guest room. The guest temperature will be taken with a contactless handheld thermometer and recorded
Guest Room	Guest rooms will be sanitized prior to arrival with electrostatic sanitizer, curtains, mattresses and pillows will be steamed sanitized, all doorknobs, furniture and floors will be sanitized. Air conditioner unit filters will be sanitized and refreshed. A room seal banner will be placed across the guestroom door to signify that the room is ready to be occupied. Staff other than House Keeping staff with appropriate PPE will not be permitted in the guest rooms.

Guest Check-out	The guest ledger will be emailed to guests the night before check-out for verification and the guest will be requested to confirm charges and payment authorization. A drop-box is available for key drop off before departure. Note guestroom will not be occupied again under 12 hours of vacancy.
Beach Lounges	The beach loungers will be placed appropriate for social distancing on the beach and misted sanitized between each use. Beach towels will be placed in the guestrooms to mitigate contamination and will be supplied thereafter on guest request.
Beach Bar	Social distancing will be observed, and bar counters sanitized constantly. Smaller bar tables will be placed in the vicinity of the beach bar ensuring social distancing for max 2 persons in same travel group or couples. The bartenders will be wearing masks, face shields and gloves.
Restaurants	Seating will be arranged to accommodate appropriate social distancing and will be restricted to a maximum of 18 persons. Guests will be required to make prior reservations for all meal periods. The restaurant will be sanitized before opening and all tables and chairs will be sanitized after each use. Utensils and napkins will be placed in sealed sanitized paper bags. Guests will be required to sanitize their hands and footwear and temperature taken before entering the restaurant.
In Room Dinning	Room service is encouraged, and your tray will be delivered covered outside of the guestroom door on a tray table. Staff other than House Keeping staff with appropriate PPE will not be permitted in the guest rooms.
Kitchen	The kitchen and all surfaces will be sanitized at the end of every meal period (a min of 4 times a day) and all food items will be sanitized with appropriate food friendly sanitizers upon delivery before stored. All utensils and implements will be sanitized appropriately.
Gym	The gym will be electrostatically sanitized daily and after each use. Guests will be required to reserve the use of the gym and must sanitize footwear using sanitization mats provided at the entrance and sanitize hands before entering the gym.
Swimming pool	Pool loungers will be placed around the pool deck to define appropriate social distancing. Pool loungers will be sanitized daily and after each use. Reservation for access to the pool deck will be necessary and a maximum for 4 persons allowed in the pool at any one time.
Hot Tub	The hot tub will not be available until further notice.
Spa Haven	The hot tub will not be available until further notice.
Staff	The front desk staff will be available to greet our guests with our warm Sandy Haven hospitality and provide information, they will wear face masks and face shields while serving our guests. The front desk will have a glass separation for the guest and staff safety.
	Bell Captains will greet our guests with our warm Sandy Haven hospitality and be available to assist our guests with their luggage. they will wear face masks and face shields and gloves while serving our guests.
	House Keeping : The house keeping staff will wear uniforms provided, sanitized and laundered by the hotel. While carrying out guestroom

	servicing, they will wear a coverall apron, face masks, face shields, disposable shoe covers and disposable gloves all of which would be placed in a sealed bag for laundering or disposal after cleaning each room. Once guests have checked into their rooms, housekeeping will service rooms at least once every 72 hours unless guests request more frequent cleaning.
	Bar Tenders will greet our guests with our warm Sandy Haven hospitality at both hotel bars. They will be wearing face masks, face shields and gloves which will be changed every hour. They will be required to wash their hands after every service.
	The Chefs will be required to wear face masks, gloves and face shields while preparing all meals. They must wash and sanitize their hands every hour or when necessary.
	Waiters will greet our guests with our warm Sandy Haven hospitality and will wear hotel provide, laundered and sanitized uniforms, masks, face shields and gloves while serving the guests.
	All staff upon arrival to work they will follow the markers indication social distance while waiting to be processed to enter the work premises. They will be required to complete a short form declaring to the best of their knowledge they have not been exposed to anyone with Covid-19 and are not experiencing any symptom associated with Covid 19. They will have their temperatures taken and logged, footwear sanitized, and hands sanitized and asked to wear masks before permitted to enter the hotel premises. They will be required to change out of their street clothing into hotel provided and laundered uniforms in the staff changing rooms. Staff will be required and reminded to wash or sterilize their hands every half hour.
Staff facilities	Staff facilities will be electrostatically sterilized daily and at the end of every shift.
Isolation Room	In the event that a guest or staff member should become ill and present with Covid-19 symptoms, that person will be relocated to the hotel isolation room which is in a separate building to guests accommodations until further advice form the MOH&W local representative.