



Greetings from Seven Stars Resort & Spa,

Are you ready for your next island escape? We are! After more than two months (do you miss us as much as we miss you?), brighter days are here...just in time for the start of summer.

Because we know you are anxious to dust off your luggage and get into that new sundress and swimsuit, we thought we would fill you in on all the many ways we've been working to plan for your next visit to Seven Stars Resort & Spa and our world's best Grace Bay Beach, safely and responsibly for a relaxed and much deserved vacation getaway.

With our airports set to open on July 22nd, 2020, we have been busy getting ready to welcome visitors back. And so, from our **Clean Stay Promise** to our new **Anywhere Dining** program, we thought you would find this round-up of our thoughtful safety measures helpful as you start planning your next trip!

If you have stayed with us before, then you already know that the lay-out of our open air lobby, accommodations, pools, restaurants and lush grounds, are designed to make guests feel as though they are enjoying an exclusive and private escape.

Here is what else you can expect. In addition to complying with the American Hotel & Lodging Association's "Stay Safe" program, Seven Stars Resort & Spa has introduced enhanced standards with our **Clean Stay Promise**. Included are new sanitization and cleanliness measures to further safeguard our guests from the moment of arrival to departure – all designed to raise our health and well-being requirements property-wide, while maintaining our high standards of guest service and care:

- Pre-Arrival / Arrival
 - To reduce contact and time at the front desk, check-in formalities for pre-booked guests will be conducted in advance via email and online
 - Arrival – once on property, all guests will receive a temperature check using an infrared "no touch" thermometer
 - Face masks will be provided for those who do not have their own
 - Guest luggage will be cleaned and disinfected
- Our Staff and Transport Teams
 - Rigorous protocols in place for our team from the use of masks and PPE, to uniform laundering, to regular hand-cleaning
 - Daily touch-free temperature checks and regular health screenings for all staff
- In-Suite
 - Daily laundry and housekeeping services with nightly turn-down service offered upon request to minimize contact and maximize guest safety
 - Hand sanitizer will be placed in suites
 - Special attention by housekeeping to all switches, appliance controls, doorknobs, counter tops, faucets, and remotes
 - Advanced cleaning products used throughout

- Physical Distancing
 - We are pleased to introduce **Anywhere Dining** – a new service to give you and your family a private dining experience around the resort, including in our cabanas, on the beach, on The West Deck, or your suite – to make it easier, we are also introducing single-use menus, digital menus available on our website, and a new QR code system that will allow guests the opportunity to make selections easily and with little to no contact when placing orders at Seven Restaurant, The Deck and throughout all of our food and beverage outlets
 - Reduction in tables and seating to increase spacing between guests throughout our lounging areas on the beach, pools, and food and beverage outlets
 - All activities and excursions arranged will be restricted to families and private groups
 - Advance scheduling of fitness center by guests to ensure reduced capacity
 - Maximum guest participation in our daily morning yoga program to ensure safe distancing
- Changes to Some of Our Guest Offerings
 - Breakfast Buffet – while we have suspended our morning breakfast buffet, the resort’s complimentary breakfast and popular assortment of hot and cold offerings will still be available with self-service replaced by table service
 - Grocery Stocking Service – while this pre-arrival service is no longer available, guests can still shop for essentials at our Gourmet Shop and nearby Grace Bay Market
 - Shooting Stars Kids Club – temporarily closed, with in-suite and outdoor baby-sitting services still available
- Additional Sanitization Measures
 - Guests will be provided with swabs upon request to clean and sanitize phones and/or credit cards
 - All books, magazines, games, and videos throughout our lobby and guest rooms have been removed, and our daily newspaper delivery service will go “paperless”
 - Hand Sanitizer - accessible throughout the property via touchless dispensers
 - Public Spaces – from elevators, pool rails and loungers to our fleet of bikes and watersports’ equipment – all will under-go strict sanitization protocols after each use, at regular intervals throughout the day, and overnight, including nightly power-washing of our cabanas
 - The Spa at Seven Stars Resort – enhanced sanitization of our linens and equipment and the use of masks by our staff is planned. In addition, guests will be given a touch-free temperature reading prior to treatment, both guests and staff will be required to wear a mask during mani/pedis, and guests will be required to shower prior to a body treatment
 - Food and Beverage – ready access by guests to sanitizer gel and wipes, with staff wearing masks while serving and preparing food and drinks. Enhanced sanitization measures have also been put in place in our kitchen and receiving areas. In addition, the single-use containers, straws, napkins and coasters introduced last year as part of our new property-wide eco-friendly practices help support our new guest safety procedures while also being kind to the environment

As always, it is our mission to ensure that your stay with us is relaxed and memorable with the highest levels of service and safety. For more on our **Clean Stay Promise**, visit us online at www.sevenstarsresort.com.

Until we see you again, your island paradise awaits!