

THE PALMS HEALTH AND SAFETY PROTOCOLS

The Hartling Group Resorts have implemented new health and safety protocols to ensure your safety and well-being while you are visiting. These protocols are based on recommendations from our Ministry of Health, the CDC (Centers for Disease Control), WHO (World Health Organization) and CARPHA (Caribbean Public Health Agency). See full set of travel requirements for Turks & Caicos, click here: <https://www.thepalmstc.com/blog/turks-and-caicos-travel-policies-and-procedures/>

Our team members at each resort receive continuous training on the highest levels of hygiene and cleanliness standards. We have established robust protocols to ensure the continuous deep cleaning of each hotel, and each property has undergone a deep clean prior to reopening in addition to implementing various measures to protect against Covid-19.

Enhanced cleaning standards will continue to be monitored and regularly reviewed by each property's leadership team to ensure your safety and well-being throughout the duration of your stay.

Antibacterial disinfectant products are being used throughout the day at each of our properties to ensure surfaces are cleaned to prevent the spread of Covid-19. These measures are in addition to our already robust hygiene and cleanliness protocols which already mandate common hygiene practices: handwashing facilities, as well as alcohol-based hand sanitizers, and strict guidance on regular hand washing throughout the day.

All team members are well trained to identify key symptoms of Covid-19, and have been instructed to not come to work if they are feeling unwell or have had contact with anyone who is suspected or confirmed to have Covid-19.

As an added precaution, employees will be temperature screened before starting work. If an employee is displaying any symptoms relating to the virus, they will be sent home and must be cleared by a physician prior to their return to work. Additionally, we will be asking all guests to undergo a brief temperature check upon arrival. Should a guest have a high temperature, or any other visible symptoms consistent with Covid-19, they will be cared for in a separate designated room until suitable onward care can be arranged.

RELAXED BOOKING POLICIES - The Palms is committed to providing guests with travel flexibility to ensure they have peace of mind during these unprecedented times, so you can book their travel experience with confidence.

Existing Reservations - All guests with existing reservations for arrival on or before July 22, 2020, will be allowed to reschedule without penalty. This includes advance purchase bookings and other pre-paid reservations. For bookings due to arrive on or after July 22, 2020 reservations are fully refundable on or before 7-days prior to scheduled arrival date.

Third-Party Reservations - Guests who booked with a travel professional or other third party, including online travel, are advised to contact their booking provider for further assistance.

Group Reservations - Should you have a group or event booked with us, our sales team will work closely with you and/or your event planner to manage any changes on a case-by-case basis. We are actively supporting you to address any needs of each group, including moving events scheduled prior to July 22, 2020, to a suitable alternative date. For more information on the terms and conditions of group contracts please contact us.

For full details and to make arrangements for any bookings made directly with us or on our website please contact us via email to reservations@thepalmstc.com or phone to 649.946.8666.

Frequently Asked Questions:

GENERAL CLEANING PRACTICES - Ensuring the safety and well-being of our guests, team members, and community remains our top priority. We have implemented a series of new cleaning protocols to protect against Covid-19 and ensure even-higher standards of cleanliness through each resort is achieved and maintained. As part of these elevated measures, we will be including additional protocols for team members personal hygiene, removing unnecessary touchpoints, cleaning and disinfecting all areas with a focus on high touch surfaces, and physical distancing practices.

Sanitizer stations are available throughout the resort and frequent hand washing is highly encouraged. Signage will be visible throughout the property where applicable for proper physical distancing practices.

THE PALMS HEALTH AND SAFETY PROTOCOLS

The Hartling Group properties have established additional procedures to ensure the regular deep cleaning of its hotels. We will be conducting a full deep clean of all areas at every hotel, prior to re-opening, following these well-established best practices provided by the CDC, WHO and CARPHA.

AIRPORT ARRIVAL – At this time a brief temperature check, as well as a health questionnaire, will need to be completed upon arrival to the Providenciales Airport. Taxis will be available with social distancing practices. We highly recommend securing appropriate transportation prior to your departure and can do so by contacting our pre-arrivals team reservations@thepalmstc.com.

CHECK-IN - Upon arrival, a brief temperature screening will take place with contactless thermometers to the forehead. Luggage will be disinfected and delivered to the door of your suite. Should a guest have a high temperature, or any other visible symptoms consistent with Covid-19, they will be cared for in a separate designated room until suitable care can be arranged. You will be presented with a customer care preference card where you can indicate preferences of housekeeping, dining, kids club and other options.

ACCOMMODATIONS - Prior to your arrival, deep cleaning of all curtains, fabrics, quilts, pillows, and cushions will take place. All floors, hard surfaces, and high touch surfaces will be cleaned and disinfected with a cleaning product approved to protect against Covid-19. Every fourth day of your stay, during housekeeping service, we will fog high touch areas with anti-bacterial disinfectants to maintain your safety and well-being.

DINING - Dining throughout the resort will remain an exceptional experience with unique offerings and a little more privacy. Our restaurants will space seating according to physical distancing practices at 70% occupancy as required by the Turks & Caicos Government. Self Service Buffets will not be available at this time. Breakfast is still included in all guest stays, but with a new a la carte menu.

SWIMMING POOLS - All of our swimming pools will remain operational. Chlorine levels will be frequently monitored at each pool and kept within the operating parameters of regular swimming protocols. Pools will be staffed to ensure adherence to physical distancing around the pool decks.

FITNESS CENTER - Reservations are required for use of fitness facilities. An attendant will frequently sanitize all equipment after each use. A maximum of six (6) guests is permitted in the fitness center at any time to ensure proper physical distancing practices.

SPA - Spa services will remain available for your enjoyment. All areas will be thoroughly sanitized before and after each guest, and physical distancing practices will be followed at all times.

BOUTIQUE - A maximum of six (6) persons will be permitted in the boutique at one time. All high touch areas will be sanitized throughout the day. Clothing cannot be tried on in the boutique and physical distancing will be practiced. For your convenience, sanitizing UV wands, face coverings, and a variety of sanitizers are available for purchase.

KIDS CLUB - The Children's program will continue with practicing proper social distancing and an increase in outdoor activities. A maximum one family per half-day will be allowed inside the facilities, and this is by reservation only.

ON-SITE ACTIVITIES - Bicycle rentals and non-motorized watersports equipment are available and will be sanitized before and after each use.

PPE REQUIREMENTS - All Hartling Group team members will be wearing protective wear, including face covers and disposable hand gloves where applicable. Face coverings will be available for guests going off the property premises as face coverings are required in public areas outside of the resort grounds through December 31, 2020. All standard operating procedures will be reviewed and updated accordingly based on guidance from the Turks & Caicos Government. All protocols and procedures will be subject to updates in line with the very latest guidance from relevant health and industry authorities.