



### **GENERAL PROCEDURES and HEARTFELT HOSPITALITY**

1. Team members within the resort will be required to wear facemask as a part of their uniform
2. Team members entering the property will be required to wash then sanitize their hands at the hand wash station, located at our employee entrances before going to their work areas.
3. Team members will have their temperature read when reporting to work. Temperature will be taken twice a day. If temperature is greater than 100.4° F (38° C) or has a cold/flu like symptoms, will be sent home immediately.
4. No hand-shaking – we gesture our hands to our hearts, as a heartfelt way of welcoming guests.
5. Team members will be required to wash their hands frequently while on duty.
6. Team members sanitize their workstation frequently.
7. Latex gloves must be worn while performing the duties listed below. When completing a task, new gloves are to be used after thoroughly washing hands.
  - During check-in/ checkout process with different individual
  - While sanitizing their work areas, tools and equipment's
  - Handling dirty linens, trash, trash bins
  - Handling guest luggage
  - In-room repairs
  - Cleaning guest rooms
8. Team members will observe social distancing protocols by allowing guest freeway of passage by stopping and stepping to the side whenever they are met on elevators, corridor, and staircases pathways, and will not congregate in groups.

### **HOUSEKEEPING**

1. Housekeeping employees must be trained and vigorously follow company Covid-19 prevention standards.
2. Before entering guest's suite, Room Attendant must sanitize entrance doorknob/ handle.
3. Room Attendant should not clean the suite with guest inside. If the guest is in the suite, Room Attendant should excuse herself and return to the suite after the guest leaves.
4. When in the suite, Room Attendant will turn off the AC and open windows to air out the area.
5. The Bathroom must be cleaned and sanitized. To avoid contact Room Attendants will not arrange guest's items on the sink counter unless otherwise requested by the guest.
6. Furniture must be wiped off with cloth and disinfectant spray, floor and rugs to be vacuumed and mopped with disinfectant.
7. All dishes, glasses, cups, flatware, pots, pans, kitchen utensils are washed and sanitized at the end of each checkout.
8. Room Attendant completes cleaning the suite by sanitizing "high touch" surfaces such as remote controls, phones, door handles/ knobs, and light switches with disinfectant spray.
9. Entrance door sealed with a sticker indicating the room has been cleaned, sanitized, inspected and no-one has been inside since.

## **MAINTENANCE**

1. Wears rooms shoe covers when servicing a room call.
2. Arrange a time for work to be completed that would be convenient for the guest.

## **PUBLIC AREAS**

1. All "high-touch" areas of the lobby, restaurant, and restrooms must be sanitized with anti-coronavirus solution four times a day or more often if required.
2. All floors must be mopped with anti-coronavirus solution twice a day or more often, if required.
3. Elevator buttons must be sanitized four times a day.
4. Staircase railings and tables in front of the elevators will be sanitized twice a day with a designated cloth and disinfectant solution.
5. Doorknobs and handles must be sanitized four times a day.
6. Sanitizing solution dispensers will be placed throughout the property.

## **FRONT OFFICE RECEPTION**

1. Check in time is 4:00 PM.
2. Staff are required to wear the approved face mask, which is part of their uniform, and use gloves while at work when handling guest luggage, registration cards, pens, papers, staplers, tape, computers, etc. to prevent the spread of germs and illness.
3. Upon guest arrival staff will check the guest temperature.
4. Offer guest a lightly fragranced hot sanitized welcome towel.
5. Staff is request guest to open their passport for staff to take a picture to avoid minimal contact. After picture is taken ensure to save with correct guest name and room number.
6. Staff provide guest a welcome drink in a disposable cup.
7. For credit card payments, the guest will swipe their own credit card into the swiper.
8. Staff offer guest "Stay Preference Form" during the check-in process, guest is asked to call it in, or leave form same day at Reception for Housekeeping services during their stay.
9. Upon arrival staff provide the guest with a personal care kit that includes a sanitized pen, note pad, face mask, and hand sanitizer.
10. During arrival orientation staff will explain physical distancing, reservation requirements for the gym, tennis/basketball court and bicycles during the stay. As well as inform the guest reservations required for usage of all resort non-motorized watersports activities. 30 minutes in between reservations are required to allow staff to clean, and sanitation equipment before another guest can use it.
11. Departure letter and folio are delivered electronically.
12. Bellman uses disinfectant wipe to open departure taxi-van door. Checks taxi-van again for proper cleanliness level before allowing guest to enter.
13. Late check outs are not provided. The air-conditioned Hospitality Lounge is available for those departing later than 11:00 AM.
14. Concierge is to ensure all brochures and collateral are cleaned and sanitized at the beginning and end of the shift.
15. Collateral, magazine and brochures must be given to the guest in plastic seal sanitize folder.
16. Concierge are to email all confirmation for excursions or dinner reservations electronically to the guest.

## **Pool & Beach**

1. Gloves and mask are to be worn when handling towels (receiving or distributing) and while handling guest or guest amenities.

2. Chaises, tables, chairs, and umbrellas are (at least 6 ft. apart).
3. All umbrellas are closed during high winds.
4. Staff must also keep a spray bottle of disinfectant to clean chaises and chairs in between uses.
5. Attendants will ensure to use clean and sanitized all guest loungers/chaises, chairs, tables, umbrellas, palapas, including touch points, equipment, toys, swim noodles, non-motorized sports equipment (Hobie Cats, Paddle Boards and Kayaks) before and after each use.
6. Attendants will ensure to clean and sanitize repair work area with the approved cleaning products before leaving.
7. Decks, boardwalks, pathways, foot-wash stations will be frequently swept, cleaned and touch points sanitized.
8. Guests will be provided with sanitized pens to sign waivers, and reservations forms.
9. Guests will be notified that vendors that have not been already approved by resort management may not encounter resort employees and other surrounding guests.
10. Guests will be required to sanitize their hands before accepting all loungers/chaises, chairs, tables, umbrellas, palapas, including touch points, equipment, toys, swim noodles, non-motorized sports equipment (Hobie Cats, Paddle Boards and Kayaks) and after each use.

### **FITNESS CENTRE**

1. Appointments for gym use will be reserved in one-hour (pending occupancy levels) increments.
2. Limited guests or one family will be allowed in the gym at one time.
3. If needed, guests can be provide additional mask at Reception.
4. Attendant will clean and sanitize all equipment before and after guest use. High guest touch points will be continuously sanitized.
5. Guests will also be expected to wipe down equipment with gym sanitizer wipes after use.
6. Water cooler is sanitized, along with cup dispenser.

### **BICYCLES**

1. Bikes are cleaned and sanitized before and after guest use.
2. Bikes are locked until guest use.
3. Waivers can be sent to the guest via email or text with guest response as agreement to waiver terms.
4. Upon return of a bike, the bike is sanitized after guest use and locked.

### **TENNIS/BASKETBALL COURT**

1. Guests required to wear masks and gloves entering and exiting tennis court. Hand sanitizer station is available at the lobby adjacent to the tennis court.
2. Tennis court area to be cleaned and sanitized in the morning and after last guest use of the day.
3. Reservations required for use of tennis court for tennis and basketball. 30-minute intervals in between reservations for cleaning and sanitizing of tennis court area in between guest use.
4. Staff to wear gloves when receiving used equipment back from guests after use.
5. Tennis racquets, and basketballs are cleaned and sanitized in between guest use.