



WINDJAMMER
LANDING

VILLA BEACH RESORT, ST. LUCIA

CARE + CLEANLINESS COMMITMENT



For over 30 years, Windjammer Landing has committed to providing the best and safest experience. As one of St. Lucia's leading luxury resorts, we have always maintained strict quality controls and health and safety measures to protect our guests and team.

Windjammer Landing's new Care + Cleanliness Commitment establishes rigorous quality controls throughout all resort areas including public areas, restaurants, bars, guest rooms, activity areas, the fitness center, the spa and all behind-the-scenes operations. Our protocols follow the guidelines provided by the Government of St. Lucia, the Centers for Diseases Control (CDC), and the World Health Organization (WHO). This comprehensive approach includes a resort accreditation process by the Chief Medical Officer of St. Lucia, intensive colleague training, and consultation with the country's medical experts and industry professionals.

All resort departments will have at least one Health and Safety Officer, whose primary role is to ensure department compliance with operational guidelines and protocols

Windjammer Landing will reopen on **Thursday, July 9th, 2020**, including our **villas, Dragonfly** (a la carte or modified buffet breakfast), **Jammers** (a la carte lunch + dinner) and **Papa Don's** (a la carte dinner), **96 degrees** (beach bar), **fitness center, pool decks, beach, kids club** and **resort activities** – with safety and social distancing in mind. During the months of July and August the Spa will remain closed, however we will have various wellness activities available at the resort.

RESORT CLEANING AND SANITIZING PROTOCOL

To protect our staff and guests, we will be introducing the use of electrostatic sprayers with hospital grade disinfectant to sanitize surfaces. The resort will be thoroughly cleaned and sanitized on a regular basis with a minimum of three inspections per day.

- Public spaces and high traffic areas will be sanitized regularly throughout the day. Hard surfaces, including counter tops and doors handles will be frequently sanitized.
- All restaurants, bars and kitchens will be continuously cleaned, sanitized and inspected. This includes all guest touch points: tables, chairs, cutlery, and dishware to menus.
- All resort shuttles and private airport transfer taxis will be sanitized and disinfected every 30 minutes or after being used by any guest. Drivers will wear a face mask and gloves and all vehicles will be equipped with sanitizers.
- Hand sanitizing stations will be provided at all resort entry points including the reception area, all dining locations, the gym, the spa, staff entrance and guestrooms.
- All pools and hot tubs on property will be tested and cleaned daily.
- All guest luggage is subject to exterior disinfection upon arrival.
- All goods will be sanitized upon entry into the resort. Food items, including fruits and vegetables, will be washed and sanitized as per industry standards.



ENHANCED GUESTROOM CLEANING GUIDELINES

We have elevated our already rigorous housekeeping protocols to include:

- All housekeeping staff are required to wear a face mask, face shield and disposable gloves when cleaning guestrooms. Disposable gloves will be changed after cleaning each villa.
- Hospital grade disinfectants will be used in every guestroom for advanced cleaning.
- Daily in-room housekeeping service will be upon guest request only. Staff will not enter guestrooms without permission, unless in case of emergency.
- Carpet and rug steam cleaning on a regular basis.
- In room hygiene kits including antibacterial wipes, face masks and disposable gloves will be provided.
- After departure, all guestrooms undergo a complete disinfection process including thorough sanitization of high touchpoint items such as light switches, door knobs, remote controls, hairdryers, safes, closet doors, drawers, telephones etc.

SOCIAL DISTANCING PRACTICES

At Windjammer Landing our 201 villas are spread out over 60 acres, offering guest's ample social distance from other guests. In our public spaces and restaurants, we are introducing protocols for guests to maintain a safe social distance while enjoying their vacation.

- An express check-in process will be offered to limit the amount of time and interaction spent with our front desk team. Contactless checkout is offered.
- We have increased the number of shuttles on the resort to reduce the number of guests per vehicle.
- Signage in all public spaces will remind guests to maintain social distancing. Acrylic partitions will be placed at the reception desks and bars.
- A capacity limit will be introduced at each restaurant to ensure dining tables are spaced safely apart.
- While the breakfast buffet will still be available, servers will handle the utensils and will serve each guest. Please note that we have a la carte menus available for all meal periods and all restaurants.
- We have significantly expanded our In-Room Dining menu. Room Service delivery will be contactless.
- Private transfers to and from the airport are available by contacting our reservations team.
- In public areas, outdoor and indoor soft furnishings are disinfected multiple times per day and spaced safely apart according to social distancing requirements.

STAFF SAFETY PROTOCOL

We have instituted the following health and safety requirements for our team members:

- Medical clearance is required for team members returning to work.
- All staff are required to wear face protection while on property.
- Mandatory daily temperature checks are required for all staff members. Temperature checks are also required for guests upon arrival.
- Ongoing specialized training on all new health and safety measures and sanitization protocols.
- Employee uniforms cannot be worn during travel to and from the resort.
- Our full service medical station is staffed daily by a registered nurse and 24/7 on-call doctor.

HEALTH AND SAFETY OFFICERS

Our number one asset at Windjammer Landing is our team members, and their wellbeing is of the utmost importance to us. In response to COVID-19, Windjammer is committed to developing new work standards and mandatory trainings in an effort to ensure the safety of our colleagues and guests.

As part of **Windjammer Landing's Care + Cleanliness Commitment** every operational department will have at least one person trained as a Health and Safety Officer, whose primary role is to ensure their department is following the new operational guidelines and protocols.