

## Atlantis Paradise Island Reopening Frequently Asked Questions

**Updated January 14, 2021 2:00PM EST**

### When does Atlantis Paradise Island reopen to guests?

We are excited to announce that Atlantis Paradise Island is now open as of December 10, 2020. We are accepting reservations and look forward to welcoming our guests.

### Getting ready to plan my trip to Atlantis, what are the travel requirements for entering The Bahamas?

To assist with preventing the spread of COVID-19 and reduce the risk of exposure, registered guests will need to follow these government protocols:

1. Everyone traveling to The Bahamas must obtain a negative COVID-19 RT-PCR (swab) test taken no more than **five (5) days** prior to their arrival date in The Bahamas.  
**Children 10 and under are not required to take a test.**
  - a. Once a negative COVID-19 RT-PCR test is obtained, travelers can apply for their required Bahamas Travel Health Visa at [travel.gov.bs](https://travel.gov.bs)
  - b. As part of the Travel Health Visa application, travelers will be required to opt-in to COVID-19 health insurance that covers them for the duration of their stay in The Bahamas. The cost of insurance is included in the Health Visa application fee. To learn more about The Bahamas Health Visa and health insurance, visit [bahamas.com/tourism-reopening-faq](https://bahamas.com/tourism-reopening-faq).
  - c. The cost of the [Travel Health Visa](#) is dependent on the length of stay and is subject to change.
    - \$40 per person for a 4-night, five-day stay
    - \$60 per person for more than a four-night stay
    - Children 10 years and under are free
    - The fee includes mandatory health insurance
  - d. Please print copies of the following for each traveler:
    - Negative COVID-19 test results
    - Approved travel health visa with QR code visible
    - Receipt for payment of the Travel Health Visa
2. Visitors that stay longer than four (4) nights must take the Bahamas government-mandated Rapid Antigen test on Day 5 of their stay.
3. Bahamian residents not from New Providence Island/Paradise Island will be required to provide a valid domestic travel health visa issued by The Bahamas Ministry of Health. For purposes of this policy, a valid domestic travel health visa means not expired and approved status.

We recommend all travelers interested in visiting The Bahamas review entry requirements and safety measures applicable to each member of their party at [bahamas.com](http://bahamas.com) before booking a trip. Additionally, we recommend all travelers to review international re-entry requirements, some of which are listed below.

Atlantis will continue to monitor international air travel requirements and update the information as we learn about it.

### **What are the travel requirements for re-entry to the United States?**

Effective January 26, 2021, U.S citizens and international travelers ages 2 years and older returning to the [United States](#) are required to present a negative Rapid Antigen or COVID-19 RT-PCR test. **The negative COVID-19 test must be taken within three days (72 hours) of departure and presented pre-departure at the airport.** Airlines must deny boarding of passengers if they do not provide documentation of a negative COVID-19 test.

Visitors returning to the United States may use the Day 5 Bahamas government-mandated Rapid Antigen negative test result to re-enter the U.S. as long as their departure date is on the 6<sup>th</sup>, 7<sup>th</sup>, or 8<sup>th</sup> day of their stay and test results are negative.

### **What are the travel requirements for re-entry to Canada?**

Effective January 7, 2021, Canadian citizens and international travelers ages 5 years and older returning to [Canada](#) must present a negative COVID-19 RT-PCR test. **The negative COVID-19 test must be taken within three days (72 hours) of departure and presented pre-departure at the airport.** Airlines must deny boarding of passengers if they do not provide documentation of a negative COVID-19 test.

For guest's convenience, Rapid Antigen and COVID-19 RT-PCR testing are available on-site at Atlantis. Testing is available for all ages, including infants.

Rapid Antigen test cost: \$25  
COVID-19 RT-PCR test cost: \$175

On-site at The Beach Tower at Atlantis – Drive-Thru Testing  
Mon-Sat 11:00 AM – 7:00 PM | Sun: Closed

Please visit [www.atlantisbahamas.com/testing](http://www.atlantisbahamas.com/testing) to schedule an online appointment

The Rapid Antigen test is done on-site, with results typically in less than 1 hour.  
The COVID-19 RT-PCR test is submitted to a local lab with same-day results if the test is received before 2PM.

Doctors Hospital – Town Center Mall

Mon-Fri 8:00AM - 5:00PM | Sat: 9:00AM - 1:00PM | Sun: Closed

Please visit [www.doctorshosp.com/covid-testing](http://www.doctorshosp.com/covid-testing) to schedule an online appointment

Or these [government-appointed testing sites](#).

**It is important to note that due to the fluidity of the COVID-19 pandemic, both in The Bahamas and worldwide, the safety protocols and procedures are subject to change.**

## **Arrival and Departure – Airport Transportation to/from the Resort**

### Atlantis Transportation

Guests can pre-book roundtrip airport transfers when booking their room reservation. Transportation options are available when you book on our website or by calling 1-800-ATLANTIS. All transportation operators, inclusive of taxis, must adhere to government-mandated safety protocols, including wearing masks at all times and weekly COVID-19 Rapid Antigen testing.

### Public Taxi Service

Taxi services are required to display/present their negative COVID-19 Rapid Antigen test valid within seven (7) days of your ride; it will be required to enter the resort.

If the driver cannot display/present a negative COVID-19 Rapid Antigen test, the taxi will not be allowed to enter Atlantis.

For further assistance with airport transfers, reservations, and information, please call 1-800-ATLANTIS.

## **How will you ensure your guest's and team members' safety?**

With the world-renowned Cleveland Clinic's guidance, we've implemented our [Atlantis Clean & Safe Promise](#), which meets local and international standards for health and safety protocols.

Upon arrival at the resort, all guests will pass through a non-invasive thermal temperature scan to ensure normal body temperatures.

Our team members are required to test weekly for COVID-19 and self-screen daily along with a thermal scan upon arriving to work. They are also required to wear face coverings at all times and follow the [Atlantis Clean & Safe Promise guidelines](#).

Individuals and businesses not following the Paradise Island Safe Zone [protocols and procedures](#) will not be admitted to the resort.

## What is the Atlantis Paradise Island Safe Zone, and how does it work?

The Atlantis Paradise Island Safe Zone is an enhanced COVID-19 screened area with additional measures to protect the health of team members, registered guests, and visitors of Atlantis Paradise Island. Maintaining a physical distance of 6ft/2m, the proper wearing and use of PPE and frequent handwashing or hand sanitization will be required. Everyone entering the Paradise Island Safe Zone must follow the [Atlantis Clean & Safe Promise](#) health and safety protocols

- Registered guests checking in must present their negative test results and pass through temperature scanning. Registered guests must also take The Bahamas Day-5 Rapid Antigen Test. Testing is available at the resort or an appointed government testing site.
- Residents and day visitors coming from New Providence Island or Paradise Island must present a negative Rapid Antigen, or COVID-19 RT-PCR test result taken within **five (5) days** of entry. Pass through temperature scanning is required to enter indoor areas.
- Team members must self-screen daily and test weekly for COVID-19, along with temperature scanning upon arriving to work.

For guest's convenience, Rapid Antigen and COVID-19 RT-PCR testing are available on-site at Atlantis. Testing is available for all ages, including infants.

Rapid Antigen test cost: \$25

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## Will individuals other than registered guests be allowed in the Paradise Island Safe Zone?

We welcome all visitors and residents to the Paradise Island Safe Zone to enjoy the wide variety of restaurants, bars, lounges, retail shops, Marina Village, the Atlantis Casino, and

Mandara Spa. Visitors and residents must present a negative Rapid Antigen or COVID-19 RT-PCR test result taken within **five (5) days** of entry to the resort.

### **Will day passes to Aquaventure be available for non-registered guests?**

Aquaventure day pass tickets will not be sold or available during Phase 1 reopening. Please check back again for further notice. Registered guests of The Ocean Club, A Four Seasons Resort, and Comfort Suites have access to Aquaventure.

### **What are the COVID-19 safety procedures for guests?**

Upon arrival, guests will enter a non-invasive thermal scan to ensure normal body temperatures. Guests over two (2) years of age will be required to wear a mask and follow physical distancing protocols. The government of The Bahamas mandates these measures. Physical distancing signage and hand sanitizing stations are located throughout the resort, and frequent hand washing is encouraged.

Masks are not required on the beach, swimming in the pools, riding the Aquaventure slides, or eating and drinking.

Masks must be worn all other times, including walking to or from the beach.

### **What if a guest or team member shows symptoms consistent with COVID?**

We ask guests and team members to self-screen daily. Should a guest exhibit any illness symptoms consistent with COVID-19, they should quarantine in their room and call Ext 30 immediately to reach the Atlantis Medical Clinic. The Atlantis Health and Safety team and local medical and health officials will be notified immediately to determine the specific course of action. Similar protocols are in place should a team member exhibit any illness symptoms consistent with COVID-19.

### **What if I test positive or a member of my family tests positive for COVID-19? What happens next?**

Atlantis has many protocols to reduce the spread of COVID-19 at our resort and effective containment should there be a suspected or confirmed case. In the unfortunate event, a guest or team member tests positive for the virus, we will activate established incident response protocols. Any exposed areas will be extensively cleaned and disinfected. Contact tracing is part of the protocol, so if a suspected or confirmed case does occur, we will notify the Surveillance Unit of The Bahamas Ministry of Health. Atlantis' Health and Safety team and security personnel are trained to respond quickly in the event of an incident.

### **What amenities and attractions will be available when Atlantis reopens?**

Much of the amenities and attractions guests know and love will be available to experience again or for the first time!

Guests will experience heartfelt Bahamian hospitality set against miles of white sand beaches, pools, Aquaventure water park, casual and fine dining, the Marina Village, Atlantis Marina, Crystal Court Shops, Mandara Spa & Fitness Center, The Atlantis Casino, and more. [See the full line up of openings and amenities.](#)

### **New bespoke and personalized experiences at Dolphin Cay**

Upon reopening, Atlantis unveiled personalized experiences with guest's safety in mind. Our Dolphin Cay marine animal experiences are customized by "pods" (family, couple, or small group traveling together) for a more private experience.

Atlantis also offers exclusive boat tours around Nassau Harbor and Paradise Island, shark and mermaid camps, private dinners on the beach, dive-in movie nights, and more.

New! Learn more about our Complimentary daily [Dolphin Cay orientation](#) sessions.

### **What else is new at Atlantis?**

#### **New guestrooms:**

Guests will experience a new guestroom in the resort's majestic Royal east tower. The new design draws inspiration from the breathtaking destination and its surrounding azure waters and white sand beaches. All guest rooms and suites have been transformed and showcase a contemporary look and feel with an ocean and beach serene color palette of cool blues and warm greys. Be one of the first guests to experience these newly reimaged guest rooms.

#### **We're plastic-free!**

In line with Atlantis' environmental conservation efforts, we are very excited to announce that single-use plastic bottles are no longer available at Atlantis. Upon check-in, guests will receive two complimentary reusable keep-sake Atlantis branded water bottles. We encourage guests to bring their own water bottles too! Additional reusable water bottles are available for purchase. Filtered water stations are available throughout the resort for easy and convenient refills.

#### **Express Check-In**

Check-in and -out processes will be limited or contactless wherever possible. Guests can authorize their registration form and confirm their arrival time within 24 hours of arrival. Once a room is assigned, guests will receive a text or email advising that their room key and welcome packet are ready for pick up. Guests simply show their ID at the dedicated Express Check-in area located in the main lobby to retrieve their key.

**Room keys** will be disinfected prior to providing keys to guests. Associates will sanitize their hands before and after each guest transaction.

**Group Check-in** – alternate check-in locations for groups with a high- volume of arrivals within limited time intervals will be encouraged and arranged.

### **QR Codes for Guest Information**

In keeping with COVID-19 safety and furthering our environmental efforts to reduce paper waste, information about daily activities, programs, and restaurant menus will be available via scannable QR codes. Simply hold your smartphone to the QR code, and the information will automatically populate on your phone.

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