



24 July 2020

## StaySafe Protocols

Dear Guests

Ocean Two Resort and Residences enjoys a longstanding and well-deserved reputation for **meeting and exceeding** industry **health and safety standards**, however we will be reopening with **enhanced** cleaning, disinfection and operational protocols, so you know you **will always StaySafe with us**.

We will be following the **National Guidelines** as well as the **Caribbean Health Guidelines** to ensure both our team members and guest safety is top of mind at all times.

### Important Features & Points to note

**Health Inspections.** Prior to reopening, **our resort will be inspected** by the local Ministry of Health to ensure the resort **meets or exceeds** local health and safety requirements and protocols. Follow-up inspections will be ongoing.

**State of the Art Disinfection.** All of the Ocean Hotels properties will be using an internationally rated program of cleaning, sanitisation and disinfection, using EPA approved hospital-grade cleaning and disinfection products.

**Open-Air Hallways, Corridors.** Guest rooms are accessed via well ventilated entryways, hallways, and corridors.

**Private Balconies & Patios.** All accommodations include spacious, private balconies or patios. Perfect for enjoying the **beauty of the Caribbean** while maintaining comfort and physical distancing.

**In Ocean Two** our luxury one and two bedroom suites include their **own kitchen** and dining areas, which is great for enjoying a meal, snack, or room service in the comfort and privacy of your own space. Note that room service is at an additional charge. There are also multiple companies and restaurants that now offer delivery or curbside service that can be arranged with delivery via our front desk

**Pool & Beach Areas.** Our two swimming pools, and expansive beach area will allow for full enjoyment while practicing **physical distancing**.

**Masks will NOT be required when laying on the beach or by the pool, or when dining** or when sat physically distanced from other guests that you are not travelling with. They will be required to be worn when traversing the property, in high people density situations or when interacting with staff. Our Team members will be able to guide guests appropriately.

**Prior to Arrival – ALL guests are required to complete the advanced check in information on our website, this will assist in a quick and more contactless check in process. Please visit our website in order to complete this necessary information – <https://www.oceantwobarbados.com/advance-check-in>**

### **Resort Management & Staff**

All resort management and staff will have attended multiple classes for enhanced health and safety **training**.

All staff members will have their **temperatures checked** daily.

Staff members exhibiting any potential symptoms will be required to stay home and be **tested**.

Staff members will wear **facemasks** and practice **physical distancing**, and where appropriate wear gloves

### **Medical Assistance**

Please know that **physicians** and **emergency medical personnel** are **on-call** for each resort. Should the need for medical assistance arise, guests need only contact the resort's front desk, and a physician or appropriate emergency medical personnel will respond directly to the resort. Any medical bills remain the guest's responsibility.

### **Contactless Check-In & Check-Out**

On **arrival**, when possible and based on room availability, guests will be shown directly to their accommodations where they can relax and complete a guest registration card at their leisure. The official check in time has been adjusted to 4.00pm. Guests will be asked to return to the front desk later in the evening to drop off their registration card, and swipe their credit card for incidentals.

Express **check out** is encouraged - Incidentals or room charges will be advised prior to departure and if no discrepancies raised will be charged to your credit card, guests are then able to leave their room keys in their room or at the front desk, and depart the resort. This will help eliminate lines and crowds in the resort lobbies.

### **Enhanced State of the Art Cleaning, Disinfection and Sanitisation**

**Accommodations.** Prior to arrival, all guest rooms will be thoroughly cleaned, sanitized and disinfected using **state of the art** equipment and **EPA approved products**.

**Dining and Bars.** Kitchens, store rooms, dining venues and bars will also be thoroughly cleaned, followed by full **sanitisation and disinfection** before and after each meal service (or in the case of bars, before and after each opening period). Ongoing cleaning, sanitising and disinfection of common touch points will continue while dining venues and bars are open. **Hand sanitizing stations** will be prominently placed at the entrance of all dining venues and bars.

**Common Areas, Facilities and Amenities.** Each resort has established a "**Clean Team**," responsible for **continuously cleaning, sanitising and disinfecting** common areas and common touch points throughout the resort. This includes lobbies, fitness centres, water sports equipment, sun loungers, seating areas, and similar common areas around the resort.

### **Housekeeping**

Please note that rooms will be **serviced and linen changed every 3 days**.

As part of our hotel protocols, staff are not allowed to work in your room while you are present.

Towels that require changing should be left in the laundry bag provided outside of your room by 10 am

Should your preference be for less or more frequent housekeeping services please speak to the front desk,

### **Physical distancing & Operating Protocols**

**Safety Signage.** Signage will be placed throughout the resort, reminding guests to continuously take precautions **to help prevent the spread of Covid-19**. Signage will include, but is not limited to: washing hands regularly for

twenty seconds whilst using soap and sanitizing hands when washing is unavailable; maintain physical distancing; wear facemasks where appropriate; temperature checks required on arrival and maybe daily; limitations on the number of guests allowed in certain venues at any one time (fitness centres, and similar indoor areas); and such other signs and notices as may be necessary or prudent from time to time.

**Dining.** Tables will not be spaced out in dining rooms but guests will be seated appropriately to allow for proper physical distancing. À la carte dining options will be the preferred dining style. When buffets are re-introduced they will be appropriately modified so foot traffic moves in one direction, or food will be served by dining room staff members. Paper menus, or menus with plastic covers that can be sanitized after each use will be used. All service team members will wear facemasks, along with gloves where appropriate.

**Bars.** Seating will be spaced out to allow for proper physical distancing. Bar stools will be removed and cocktail servers will be increased to help eliminate lines and crowding at bars.

**Pools.** Sun lounge and other seating around pool decks will be spaced out to allow for proper physical distancing between family groups. Guests are requested not to move the furniture but to request a team member's assistance. Bathers will be encouraged to ensure physical distancing in swimming pools. Certain group activities, like water aerobics, may be postponed.

**Fitness Centres.** The number of people allowed in fitness centres at any one time will be reduced to allow for proper physical distancing. Where appropriate, reservations for fitness centre usage will be implemented to best ensure that all guests have an opportunity to use the resorts' fitness centres.

**Lifts/Elevators** Will be limited to parties travelling together

**Spa Treatments** will be available in-room and will follow the national guidelines. Spa staff will wear facemasks, and guests may choose to wear facemasks for added safety. All Spa equipment will be fully cleaned and sanitized after each treatment.

**Tours and Excursions.** Certain tours and excursions that allow for proper physical distancing will continue to be available. Examples include island safari tours, scuba diving, catamaran cruises, and sport fishing. Due to the fluid nature of the Covid-19 situation, we cannot guarantee the availability of any particular off-site tour or excursion. However, we do expect that a number of the more popular tours and excursions will be available, as circumstances permit.

## **IMPORTANT**

By introducing these rigorous **StaySafe** protocols we are ensuring that there are health and safety measures in place to protect both guests and staff. However, due to the inherent risk of exposure to COVID 19, guests who book and stay in any of our hotels voluntarily, accept and assume all risks related to the possible exposure and the hotel cannot be held liable.

## **Additional Information**

This document is intended to provide a broad overview of the new and continuing protocols at our resort. This will help ensure an enjoyable, safe and healthy atmosphere for all guests and team members. There is, of course, much more going on behind the scenes to provide guests with wonderful vacation experiences—and the confidence of knowing we take the health and safety of our guests, visitors and team members very seriously.

While the risk of Covid-19 exposure can never be reduced to zero in a travel and tourism setting, we are making the necessary **investments in training, equipment, and products** to help ensure the best possible Caribbean holidays.

Through our **StaySafe** protocols, we have enhanced health and safety measures in place for both guests and staff. However, due to the inherent risk of exposure to COVID 19, guests who book and stay in any of our hotels voluntarily assume all risks related to the possible exposure and the hotel cannot be held liable.

As always, please do not hesitate to contact us should you have any questions.

The **Ocean Hotels** Reservations Department, located in Barbados, is open **Monday to Friday, 9am to 4pm EST**.  
**Reservations Department:** [reservations@oceanhotels.bb](mailto:reservations@oceanhotels.bb)

These protocols are subject to further revisions without notice, and are guided by the National Protocols of Barbados, and Ocean Hotels Group reserve the right to adjust or change these protocols as we deem appropriate and as the situation dictates going forward.