

## **Carimar Beach Club: Our Commitment to Health and Safety**

***“A secret to happiness is letting every situation be what it is instead of what you think it should be... and making the best of it. “***

***– Anonymous***

Although all of our guests and our entire team at Carimar Beach Club are fully vaccinated, we will continue to keep you and our team members' health and safety as our number one priority.

To that end, we have taken significant measures in response to the Novel Coronavirus (COVID-19) pandemic to safeguard the well-being of all who visit our small resort. Prior to making a reservation and arriving at our hotel, we recommend all guests review the most up-to-date official traveler guidelines. Please ask our team to send you a step-by-step overview of when and what you need to do to have a hassle-free journey to Anguilla.

In conjunction with directions from the Centers for Disease Control & Prevention (CDC), World Health Organization (WHO), our local health department, as well as guidelines published by Caribbean Hotel & Tourism Association's Safe Stay checklist, Carimar Beach Club has crafted a suite of measures and procedures dedicated to ensuring the cleanliness of our resort and the safety of our community. Our program is crafted to reassure all that health and safety are foremost in our hearts and minds.

The layout and location of Carimar Beach Club allows our guests a maximum amount of privacy and personal space. Procedures will guarantee that the necessary social distancing will always be maintained where needed and that these areas will be properly sanitized between usages. Beach chairs will be arranged at least 8 feet from other family/party groups, and each group will be assigned chairs and umbrellas to be used only by the same party/family groups during their stay.

In addition to our already rigorous cleanliness standards, the program's principles include:

### **A Heightened Deep-Cleaning and Sanitization Process**

Hand sanitizing stations are located throughout the property in high-touch areas including but not limited to each apartment, reception entrance, gym, and guest laundry.

Utilization of sanitized guest room keys.

Guests will be provided with hand sanitizer and face masks (if necessary) upon arrival.

Sanitizing wipes are available for high-touch areas.

Increased frequency of sanitizing high touch areas including, but not limited to handrails, door handles, and entry doors.

## **Guest Accommodations (Apartments) & Amenities**

Stringent cleaning and sanitizing protocols will be used to clean the apartments.

Your room will be cleaned and disinfected with our EPA-approved antibacterial cleaners prior to your arrival with a focus on all high-touch areas (e.g., switches and electronic remote controls, safes, handles and knobs, bathroom surfaces, hard surfaces). All remotes will be wrapped for added protection.

Beach towels will be supplied in your room. We are happy to replace these upon request.

We have provided hand sanitizer in your room and encourage you to wash your hands frequently and use the hand sanitizer. Please do not remove the hand sanitizer from your room.

The use of Carimar's bikes and snorkeling equipment are available upon request. Please allow 60 minutes for sanitizing. The usage is free of charge. There is a sign-up form to be filled out at the reception for bicycles.

To use our new paddle boards and kayaks, you must reserve those in advance, either for a morning or an afternoon. There is a small set up fee of US\$ 5.00 for each piece of equipment and there is a sign-up form to be filled out at reception. Thank you for your understanding.

Guest Laundry and Gym: Only one family/party will be allowed to use those indoor facilities at the same time. To make sure it is available when you would like to use it, please reserve your preferred time with our reception. Make sure you use the provided wipes and disinfectant **to sanitize all used areas thoroughly.**

We have the New York Times Digest printed at our reception. They are available daily from 8am onwards. The local weekly newspaper 'The Anguillian' is also available every Friday at the reception (complimentary, limited supply).

## **Checking In & Out**

Front desks have temporary plexiglass barriers installed for your added protection. Only one family/party will be allowed to enter the front office area at the same time.

We are requesting that guests take a break from shaking hands and hugging the Carimar family. This is tough! But we will make it up with BIG SMILES (6 feet away)!

Contactless check-out is now available. We will send you your final bill the evening before departure by email or other electronic messaging (WhatsApp etc.). If you prefer, you can also pick-up your hard copy at the reception (please give us some notice) in advance.

We will charge the credit card you provided at the time of your reservation via our secure online system, eliminating the need to physically handle your credit card and process your charges in-person. A copy of your final bill with the credit card receipt will be emailed to you within 24 hours of your departure.

## **Keeping Each Other Safe**

Guests and the members of the Carimar family are required to practice physical distancing of at least six feet from others while meeting each other on the grounds at Carimar Beach Club (except for your family/party).

All guests and Carimar employees will be monitored for signs and symptoms. Complimentary face masks and individual hand sanitizers will be provided.

Heightened focus on sanitizing and spacing of furnishings in high traffic areas like the reception is a priority.

## **Team Member Protocols**

All team members will receive mandated training on COVID-19 safety, sanitization, and response procedures.

All hotel Team Members will be provided with masks, gloves, PPE and protective eyewear as required while continuing to provide exceptional hospitality services.