



CORAL COVE

WELLNESS RETREAT

Jamaica has not escaped the devastating effects of the Covid-19 Pandemic. Tourism has always been the driving economic activity for our beautiful island; sadly, it is also one of the industries that have been most adversely affected by the virus. Even in these seemingly hopeless days, the will and resilience of Jamaican people continues to shine through. It is with this determination that all Jamaicans shoulder their responsibility in creating a safe and Covid free environment.

Coral Cove Wellness operates within the Covid-19 Resilient Corridor along the south coast of Jamaica. It is our commitment to provide a safe and COVID-19 free environment for our visitors, our employees, the community and all stakeholders. A COVID Response Team has been assembled to monitor and address the ongoing changes in our operations, to ensure a Covid free environment. Here are some of the enhanced measures we have adopted:

General Procedures:

- Frequency of cleaning and disinfecting of all public spaces has been increased with special attention paid to high-touch areas such as: door handles, public bathrooms, lobby furniture, stairwells and all public areas.
- Temperature checks are being administered to all guests upon check-in and all team members on arriving to work. Guests and Team members may also be subject to additional temperature checks performed at random.
- Touch-free greeting and welcoming protocol adopted for all team members when interacting with guests.
- New signs have been posted reminding guests and team members of proper handwashing methods and social distancing guidelines.
- Hand Sanitizing stations have been installed throughout the property.

General Operating Procedures for Staff Members:

- Daily Temperature Checks
- Daily Health Declaration
- Provided with all PPE
- Mandatory Mask Wearing
- Regular Hand washing
- Commitment to following all protocols
- Daily briefings and revisiting of Hotel's COVID Protocols

Hotel Policies for Guests

- Arriving guests will be met in the designated area. As with keeping with our Social Distancing policy, there will be no physical contact. Our guests will be directed to a hand sanitizing station and a temperature check will be conducted. Elevated temperatures of 37.8 degrees Celsius or 99.5 degree Fahrenheit will be brought to the attention of the Personal Safety Officer.
- Please note that while on property, we kindly ask all guests to adhere to all our Covid protocols.
- The wearing of masks is mandatory for entry to the property – No Mask, No Entry.
- Masks must be worn at all times in the following areas: reception / front desk, dining areas, bars and all public areas.
- Observation of Social Distancing
- Sanitizing or Washing of hands often with soap and water for at least 20 seconds especially after been in a public place, blowing your nose, coughing or sneezing.
- If for any reason you may feel unwell, please isolate yourself in your room and reach out to the Manager on Duty as soon as possible.

Rooms and Housekeeping

- To minimize entry to your room, we will offer to our guests the option for a relaxed housekeeping schedule where cleaning only occurs less frequently as opposed to each day. Please let us know if you would like a more relaxed housekeeping schedule.
- To facilitate social distancing, cleaning will not be done while you are in the room.
- For new Check Ins, Guest Rooms will be Sealed After Cleaning & Sanitized
- To facilitate minimal contact and entry to your room, your luggage will be left outside your door and we kindly ask that you bring them into your room.
- In keeping with the industry's best practices, Turn Down Services has been discontinued.

Dining and Bar

- We will discontinue the use self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Shared condiments such as ketchup, mustard, hot sauce and salt/pepper shakers will be removed.
- Hand sanitizer stations will be installed at the entrance areas. All patrons will be required to sanitize or wash their hands upon entrance to the restaurant.
- All employees and patrons will be required to wear face masks at all times inside the restaurant. Patrons may remove facemasks once they are seated.
- We will remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between uses. Single use containers will utilized where possible.
- We will eliminate the use of any table pre-sets including cutlery, glassware, mugs and table decoration including candles, vases or flowers.
- We will discontinue the use of multiple-use menus (food, beverages, specials) whenever digital operations are not available and will use either signage or disposable printed menus. Printed-paper menus will be discarded after use.
- Food Covers will be utilized when delivering food to the table. These will be cleaned between uses.

- We will eliminate guest self-service on all buffet and bar operations. All stations be manned by a dedicated staff member handling utensils, serving food etc.
- We will remove common condiments and food laying out in large quantities - includes salt, pepper, oil, butter and sugar.

General Guidelines for Beach

- The wearing of facemasks will be discouraged for all water activities due to the possibility of facemasks posing a drowning hazard.
- Beach umbrellas/chairs/huts will be at least 6 ft. from each other for physical distancing guidelines.
- Patrons will be directed to chairs/umbrellas/huts by an attendant. This is to ensure that the chairs has been sanitized and are ready for usage. The attendant will direct the patrons to the space within the approved and appropriate 6 ft. distance. Guests who move the equipment or refuse to cooperate will be asked to leave.
- Chairs/umbrellas/huts will be sanitized after each guest/guest party use.
- Hand sanitizers will be placed in strategic locations to allow for patrons to further sanitize
- The use of towel cards will be discontinued and a daily supply of beach towels will be placed in each room. We will also have a towel log for guests who require additional towels.
- A designated towel return bin will be used for the return of used towels, (which patrons can deposit towels without employees handling them).
- All unreturned or unused towels will be removed periodically throughout the day.

Dispensary Guidelines

- Guests will be kindly asked to sanitize upon entry.
- Markers indicating social distancing.
- We will also offer an in room delivery option.

We look forward to hosting you for a fun and healing adventure at Coral Cove! Let us make this a safe journey by remembering to:

- Mask Up – (wear a mask)
- No Close Up – (social distancing)
- Keep a Check – (temperature)
- Look Out & Stay Safe – (avoid large gatherings)
- And most importantly – Take it Easy (relaxation)

One Love,

The Management
Coral Cove Wellness Retreat