

# Sandals®



*Sandals*

PLATINUM  
PROTOCOL

— OF —

CLEANLINESS



Providing **even more** health and safety measures for  
guests seeking peace of mind in the Caribbean

*Sandals*

*Beaches*



**Sandals Grande Antigua Resort & Spa**

From the beachfront to your suite, Sandals Resorts and Beaches Resorts provide a new, safer and cleaner way to holiday. Every aspect of our Luxury Included® experience has been reimagined to ensure you can focus on your loved ones, while we take care of absolutely everything else. It's time to come together — in a new way, for a new world.

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Sandals Royal Barbados

## CLEANLINESS AND SAFETY HAVE ALWAYS BEEN A PRIORITY

For nearly 40 years, Sandals & Beaches Resorts have adhered to the highest standards of cleanliness and safety protocols. Our resorts have always been meticulously cleaned and sanitised every hour of every day. But now more than ever, our existing industry-leading practices are being enhanced to include several pre-emptive cleanliness measures, guaranteeing guests the peace of mind to enjoy their holiday with the utmost confidence.

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### WE'RE PRUDENT ABOUT PREVENTION

Prevention is the key to safeguarding the health of our employees and guests. We long ago developed a sophisticated approach to preventing the spread of illnesses at our resorts under the guidance of medical professionals, the Centers for Diseases Control and Prevention (CDC), World Health Organization (WHO), and the local Ministries of Health in each country we call home. We have dedicated Quality Inspection Teams and environmental health and safety managers at all of our resorts to make sure every procedure is in place to protect every guest and team member. That even extends to our supply chain. Our resorts have always been equipped with full-service medical stations staffed daily with a registered nurse and 24/7 on-call medical personnel, but we've upgraded these facilities to include the appropriate equipment and supplies needed to address new protocols.

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### NEW WAYS WE'RE SAFEGUARDING YOUR STAY

Our new Platinum Protocol of Cleanliness encompasses added health and wellbeing requirements across all points of contact at every resort, including common areas, all restaurants and kitchens, bars, guest rooms, activities, fitness centres, spas, and includes all behind-the-scenes operations. We're leaving no stone unturned as we welcome guests back to the beauty and warmth of the Caribbean in a friendly, clean and, most importantly, safe environment.

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### WHAT YOU CAN EXPECT IN PARADISE

Even with all the new requirements, standards and measures now implemented, Sandals and Beaches Resorts still grants guests the best in luxury travel. While handshakes and hugs are now replaced by a friendly wave from staff wearing personal protective equipment at all times, rest easy knowing you'll still be having a holiday of a lifetime.

# OUR UNIQUE 18 TOUCH POINT PRACTICE

From the moment guests land in paradise, through every aspect of their resort experience, we're focused on elevating our detailed practices to keep guests safe, happy and healthy.

We have undertaken a thorough research assessment of all points of guest contact throughout our resorts and this has enabled us to focus on integrated advanced hygiene practices at over eighteen key touch points including:

 <p><b>01</b></p> <h3>ARRIVAL AT OUR AIRPORT LOUNGES</h3> <p>Our luxury waiting areas are wiped down before, during and after each flight.</p>	 <p><b>02</b></p> <h3>GUEST TRANSFERS TO OUR RESORTS</h3> <p>Smaller group sizes, plus sanitisation after each route equals a clean start to your experience.</p>	 <p><b>03</b></p> <h3>GUEST ROOMS</h3> <p>Healthcare-grade cleansers, UV LED scanning, steam cleaning and special door seals ensure you feel like the first one there.</p>
 <p><b>04</b></p> <h3>BUTLER ELITE SERVICES</h3> <p>Increased attention to detail now means top-tier, personalised service is safer than ever.</p>	 <p><b>05</b></p> <h3>HOUSEKEEPING &amp; LAUNDRY</h3> <p>All linens, mattress covers and pillow protectors are disinfected daily.</p>	 <p><b>06</b></p> <h3>FOOD &amp; BEVERAGE FACILITIES</h3> <p>Seating has been adjusted for physical distancing, along with expanded outdoor seating areas.</p>

07



## SWIMMING POOLS & JACUZZI'S

Water quality tests are now conducted on the hour by our trained pool technicians.

08



## RESORT ACTIVITIES

From equipment to instruction, every interaction with our land and water sports crew is safely distanced and sanitised.

09



## RED LANE® SPA

Treatments now offer even more peace of mind, with the addition of distancing and thorough sanitisation in all spa facilities.

10



## FITNESS CENTRES

Physical distancing and required equipment disinfection guarantee a clean workout experience.

11



## ALL PUBLIC AREAS

Commonly used spaces, from courtyards to resort pools, will receive the same unmatched level of care.

12



## ELEVATORS

Each elevator is now limited to one party per ride, with staff taking separate trips.

13



## BATHROOMS

Public bathrooms across our resorts are thoroughly inspected, cleaned and sanitised every 30 minutes.

14



## HVAC SYSTEMS

Units will operate on a strict cleaning schedule, which includes filter replacement and overall sanitisation.

15



## TEAM MEMBERS ACCESS POINT

All team members enter through separate access points and undergo temperature checks before every shift.

16



## MAINTENANCE

Routine upkeep is now conducted with guest proximity at the forefront to ensure physical distancing.

17



## BACK OF HOUSE

The inner workings of a Luxury Included® holiday mean behind-the-scenes areas are held to the same standard.

18



## SUPPLIERS & RECEIVERS

Limited interaction times and the removal of original packaging guarantees complete safety upon delivery.

This all-encompassing approach starts from the moment guests arrive, through to the entire on resort experience up until our farewell.

# AT THE AIRPORT

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## EXCLUSIVE PRIVATE AIRPORT LOUNGES

As part of the five-star luxury experience, Sandals guests are never left to fend for themselves in crowded airports. Every guest is given access to the private lounge, reserved for Sandals and Beaches guests only. Upon entering, guests will be given hand sanitiser, a complimentary mask and gloves, as well as a cool drink to enjoy.

- Additional sanitising stations for guests and Team Members will be installed in the lounge
- All Team Members will wear a mask while on duty
- In addition to wearing masks, Luggage Porters handling bags must also wear gloves and wash hands regularly
- The Sandals Lounge will be cleaned and sanitised every 30 minutes throughout the daily operation
- Restrooms connected to the lounge will be cleaned around the clock, every hour on the hour

# UPON ARRIVAL

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## NEW AT-HOME TO IN-ROOM CHECK-IN

Guests can now check-in online, letting them skip the front desk and go directly to their room upon arrival. As always, a refreshing welcome cocktail and personal anti-bacterial hand towel will be waiting for them, and now they'll have individual in-room hand sanitizers, too.

# DURING YOUR STAY

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## SOCIAL DISTANCING PRACTICES

Sandals has always been about romance, and that means our guests have the space to feel like it's just the two of them, alone together. Many of our restaurants are open-air and bring in fresh breezes from the ocean. And now we're introducing new ways to encourage our guests to maintain safe social distancing while still providing a relaxing resort experience.

## AIRPORT TRANSFERS

Sandals only uses private transfers for guests. We have reduced the number of guests transported in every type of vehicle to ensure proper social distancing. In addition, every driver will be wearing a mask and gloves and will be provided with sanitiser for use by each guest. Vehicles will also be re-sanitised after every trip.



**Enjoy complimentary private BMW transfers when staying in a Club Level or Butler Elite room category**

Applicable to arrivals/departures from Sangster International Airport, Jamaica only.

## PRECAUTIONARY TEMPERATURE CHECK AT CHECK-IN:

Guests' temperatures will be checked upon arrival to the resort as a precautionary measure. Temperatures exceeding 99.5F/37.5C will be considered out of range. Additional temperature checks may be done at the guest's request or advice of the nurse on duty for the duration of stay.

### This includes:

- A nod and a smile to replace handshakes
- Extended check-in times between guests
- Only one couple at a time will be permitted in each elevator, with staff members taking alternate routes
- Safe distance table setups in our restaurants, bars, and on our beaches



Beaches Ocho Rios - A Spa, Golf & Waterpark Resort, Jamaica

## A TRIPLE-CHECK SYSTEM FOR CLEANING AND SANITISATION

While we've always paid attention to the details, now each and every area of our resorts will be thoroughly cleaned and sanitised on an ongoing basis with a minimum of three inspections daily.

- All items that come in physical contact with guests or staff, including room cards, are sanitised before distribution
- All swimming pools and hot tubs are tested and treated and will adhere to triple-check protocols
- All kitchens, bars, and restaurant dining rooms are continuously cleaned and sanitised
- All restaurant hosts will provide hand sanitiser to guests before entering
- All public restrooms are cleaned, sanitised and inspected every 30 minutes
- Additional hand sanitising stations are provided for guests and team members throughout the resorts



## NEW CERTIFIED SANDALS AND BEACHES SANITISED GUEST ROOMS

Sandals has introduced even more robust housekeeping measures to ensure a hospital-grade, sanitised environment according to the strictest protocols.

All linens will be cleaned every day, and all mattresses and pillows will have protectors that will be disinfected daily. After every room is thoroughly cleaned, the door will be locked, and a seal will be placed between the door and the casing to certify that no one else has entered until the guests arrive. Accompanying bellman and/or butler will respray and disinfect both the inside and outside of door handle with disinfectant upon leaving the room.

- The introduction of additional hospital-grade disinfectants including: Virocid, Virkon, Lysol, Microquat, and Peroxide Multi-purpose (may vary per island)
- Electrical aerosol sprayers for advanced cleaning
- The use of UV-LED black lighting equipment to inspect cleanliness
- Air duct sanitisation in guest rooms upon every arrival and departure
- Steam-cleaning and sanitisation of carpeting weekly
- Rooms' crockery/glassware and utensils washed and sanitised in the main kitchen
- Housekeeping team equipped with PPE- disposable gloves, reusable mask, disposable protective aprons
- Housekeepers will consistently maintain all equipment care to ensure they are cleaned with the recommended cleaning chemical and sanitising agent. This includes (mops, mop buckets, dust bins, cart
- Placement of anti-bacterial gels and soaps in each guest room
- Additional hand sanitising stations will be provided for guests and team members throughout the resorts





## 12 SUITES TOUCH POINTS - CLEANED & DISINFECTED

### Adherence to a triple check cleaning system:

1. In-room bars (inc. refrigerator) tea/coffee stations
2. All closet accessories
3. Air duct
4. Hard surfaces
5. Tranquility Soaking Tub™
6. Television & all electronics
7. UV LED light
8. Bed frame & furniture
9. Placement of anti-bacterial gels and soaps
10. Carpeting and floors
11. Soft furnishings
12. Bedding & mattress



## 9 BATHROOM TOUCH POINTS – CLEANED & DISINFECTED

### Adherence to a triple check cleaning system:

1. Hand sanitisers for all guests upon arrival
2. Placement of anti-bacterial gels and soaps
3. Floors
4. Electrical aerosol sprayers
5. Shower
6. UV LED light
7. Tub
8. Air duct
9. Hard surfaces



## BARS

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- Doors to remain open to allow for maximum air flow
- All Team Members will wear gloves and protective face masks
- All bottles, bar equipment, beer taps and drinks dispensers are sanitised
- All bar stools to be six feet apart and grouped in twos
- Bar stools and countertops are sanitised every 30 minutes, around the clock
- All bar glassware to be washed in dishwashers only
- Ensure disposable cups are available at all bars
- Floors will be disinfected throughout the day
- Porters/cocktail servers will wash hands after picking up glasses, etc.

## KITCHENS

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- All Team Members will wear face masks and gloves
- All food preparation and storage surfaces are sanitised regularly throughout the day
- All serving plates, cups, cutlery, napkins and trays will be removed when not in use
- Dish wash machines to wash at 150-160 degrees Fahrenheit and rinse at 180 degrees Fahrenheit or more and will include a mandatory pre-rinse step
- All landline telephones are sanitised regularly throughout the day
- All Action Stations on buffet lines will have sneezer guards



In-room dining at Sandals Royal Bahamian Spa Resort & Offshore Island

## DINING ROOMS

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- All Team Members will wear protective masks and gloves
- Restaurant host will provide sanitiser at the entrance to all restaurants and require guests usage
- All frequently used machines, such as coffee, popcorn, ice cream, cookie jars, etc., will be cleaned and sanitised according to triple-check protocols
- Menus will be cleaned and sanitised after each guest/table use
- All tables and chairs and service stations will be cleaned with a detergent solution and sanitiser after every use
- Social distancing practices will be adhered to and monitored in all dining outlets
- Glassware will be removed from drinks machines and placed behind bars
- All landline telephones will be sanitised regularly throughout the day
- All condiment bottles and salt and pepper shakers will be cleaned and sanitized after every individual use
- Buffets will no longer offer self-service and instead will be served by an attentive staff member

## IN-ROOM DINING

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- All equipment will be sanitised prior to assigning for the shift
- Overnight servers will wear gloves to collect the door hanger menus, copy them onto an order pad and discard the door hanger menus
- Employees assigned to individual stations will sanitise their stations and all equipment at least once per hour and at each change of shift
- All doors, handles and high contact surfaces will be sanitised at least once per hour
- Servers will wear disposable gloves to collect trays, discarding the gloves immediately after the tray and all its contents have been delivered to the dishwashing area
- Food trays will be set outside room entrance for delivery and guest notified



Sandals Grande Antigua Resort & Spa

## RED LANE® SPA AND FITNESS CENTRES

- Proper cleaning and sanitisation of treatment rooms, bathrooms and reception waiting areas will be conducted throughout the day
- Massage tables, headrests and other wellness apparatuses will be thoroughly sanitised after use between clients
- Spa linens will be stored and transported in sealed bags/containers to enable minimal handling by Team Members
- Hand sanitation stations will be available at the entrance to the spa and fitness centres
- Guests' temperatures will be checked prior to treatment as a precautionary measure
- All team members and therapists will wear masks and gloves when carrying out most spa treatments
- Therapists will frequently wash hands with soap and water, and sanitise between clients and prior to resuming treatment
- Within the fitness centre all equipment, surfaces and furniture should be cleaned and sanitised after use and every three hours
- A distance of 6 ft. will be maintained at all times and guided by floor markers
- All door handles and frequently touched surfaces are cleaned and sanitised every three hours
- Air conditioner units and filters will be cleaned and sanitised daily

## POOL & BEACH AREAS

- Pool chairs will be sanitised every morning before use, and again after guest changeovers, and will be separated according to physical distancing guidelines at six feet apart or greater
- Pool floats and any pool activity equipment will be disinfected daily
- Pool decks will be sanitised daily
- Water quality tests to be conducted for all pools, Jacuzzi®, hot and cold tubs, in accordance with a triple-check system, every hour throughout the day
- Pool and Jacuzzi® chlorine readings will be recorded every two hours and not drop below three parts per million (ppm)
- Pool cartridge filters, backwash sand filters and strainers to be cleaned and disinfected with the addition of Chlorine solution via the access trap
- Beach chairs to be sanitised every morning before use, and again after guest changeovers and will be separated at six feet apart or greater



Scuba diving at Sandals Royal Bahamian Spa Resort & Offshore Island

## AQUA CENTRES, DIVE BOATS & SNORKEL BOATS

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- Countertops, pens, clipboards, picnic benches are sanitised after each use
- Weight belts, regulators and dive masks are left in sanitisation bucket onboard after use
- All masks to be placed in sanitisation solution and liquid detergent and visible to guest
- All Team Members will wear masks/face shields and sanitise hands while interacting with each guest
- Dive pool deck will be sanitised daily
- Doors will remain open for airflow
- All tanks, seats and vessel bathrooms will be sanitised before and between trips
- Wetsuits, fins and jackets will be taken back to the dive shop by guests and placed in sanitisation solution
- Tanks will be set up 6 feet apart on dive boats
- Boat manifest to be adjusted to limit occupants and accommodate the six ft. rule in accordance with social distancing guidelines

## ALL LAND SPORTS (INCLUDING GOLF)

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- All team members facilitating activities will be required to wear protective gear including mask and gloves
- Social distancing of 6 feet will be maintained and guided by floor markers
- Golf carts will be disinfected before and after each round
- Hand sanitiser will be made available and encouraged before participating in activities
- Equipment will be arranged in accordance to social distancing practices
- All equipment, surfaces and furniture will be cleaned and sanitised after use in three-hour intervals

# SAFETY THAT SPANS TO EVERY STAFF MEMBER

We're setting an even higher baseline for good health with new requirements for all staff members.

- Not wearing their uniforms while traveling to and from work
- Having their temperature checked before beginning any shift
- Knowing where the nearest hand sanitiser stations are located
- Wearing protective face gear and gloves at all times
- Plus, to ensure all team members stay healthy both in and outside the workplace, they will be provided with ongoing specialised training on prevention and sanitation practices at home

## SUPPLIER-HELD STANDARDS

Even our vendors, suppliers, and partners will be held to the new Platinum Protocol of Cleanliness by:

- The introduction of additional hospital-grade disinfectants including: Virocid, Virkon, Lysol, Microquat, and Peroxide Multi-purpose (may vary per island)
- Electrical aerosol sprayers for advanced cleaning
- The use of UV-LED black lighting equipment to inspect cleanliness

We look forward to welcoming  
You back to paradise soon

