



January 6th, 2021

Thank you for choosing Sugar Bay Barbados!

As things have changed over the last few months, it's been necessary to modify the way we will operate. Our team will be wearing masks but please know that there is a smile behind the mask and we are still committed to providing warm and friendly service, as we have always done.

Below are a few of the most important points that we want to bring to your immediate attention. ***However, details may be updated without notice as warranted by the circumstances.***

SAFETY

We are committed to your health and safety and to that of our wonderful staff. We ask that you note the following:

- Safety guidelines will be posted around the resort, we ask that you comply with all instructions.
- Masks will be required in all public places and for all in-person interactions, except where signage indicates otherwise.
- Social distancing of 6 feet must be adhered to.
- Temperatures will be taken using a no-contact thermometer.
- If you feel unwell at any time, please stay in your room and call us by dialing "0" to advise.
- We will be here to help but ask that where possible, you *call* for information or any assistance needed.
- In keeping with the national protocol, all guests will be required to wear a colour coded wristband during their stay. This system has been put in place to easily indicate the level of access that guests have.

CHECKING IN

- You will be required to present your negative PCR test, passport and accommodation voucher (if applicable) on arrival.

CONDITIONS OF STAY

- All guests will be required to sign a Covid-19 Waiver document at check-in.

PROCEDURES WHILE WAITING FOR SECOND TEST RESULTS (IF REQUIRED)

- During the period between arrival and receiving the results of the second test, you will be accommodated in specific accommodation blocks.
- Once awaiting results you **are required to remain in your room** and will not have access to the beach, pool, spa, gym, games room, lobby, Lazy Mongoose or any of the other restaurants or the other public areas until negative results have been received.
- Room/delivery service will be available for breakfast, lunch and dinner. Delivery fees will be waived until the results from the second test are received.
- Complying with protocols is a requirement of your stay. Note that failure to do so can place others at risk and the hotel would have no alternative but to notify the Covid Monitoring Unit

authorities. Should this happen, they will take whatever action they deem necessary, which could include relocation to a government quarantine facility or if more serious, involving the police and a possible fine.

- Housekeeping service will not be offered during the waiting period, however extra linens/towels will be provided.
- Once clearance has been received, your wristband will be changed to show your “clear” status and you will be able to proceed to use all facilities, dining areas as well as explore Barbados at your leisure.

COVID-19 TESTING

- If required, Covid-19 testing can be facilitated at the hotel at a cost of US\$200. We are happy to assist with these arrangements. After arrival and once you have settled into your room please give our Reception a call in order to arrange either the Public Test or the Private Test.
- **Private tests** will be conducted on site by a trained Medical Doctor, normally early in the morning or as determined by Reception on a case by case basis.
- **Public tests** will be conducted at either one of the Government Facilities or on site by a mobile team depending on their availability. We cannot guarantee the wait times required and if tests are to be conducted offsite then Guests must book personal transfers with Approved Taxis via reception.

FOR GUESTS WITH UNLIMITED ACCESS - RESTAURANT OPENING HOURS AND RESERVATIONS

Reservations will be required for all meals in the specialty restaurants. Collins Rum Shop will not be available during your stay once you have cleared the second test. Regardless we will be offering all our Bajan food from the Reef and if there is anything in particular you would like just let our team know. Restaurant/bar openings and hours may vary based on hotel occupancy.

HOUSEKEEPING

Daily housekeeping service will be available to unoccupied guest rooms or while guests are relaxing on their balcony/terrace with the door closed. Our room attendants have been advised to vacate rooms in instances where this guidance is not followed. If you prefer not to have daily service, just let us know. However, we do require that housekeeping personnel have access to rooms a minimum of once every three days.

CONTACTS:

FRONT DESK: EXT. 1125

SECURITY: EXT. 1150

UMI RESTAURANT: 1142

SIZZLE STEAKHOUSE: 1132

COLLINS RUM SHOP: 1141

BARBADOS' COVID HOTLINE: +1 246 536 4500

RESOURCE LINK: Barbados Travel Protocols: <https://www.visitbarbados.org/covid-19-travel-guidelines-2020>