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Front Desk:

- Must wear a mask in all person to person interactions
- Agent may wear gloves in addition to the face mask and shield in guest interactions
    - Gloves must be changed after every interaction or sanitizing effort
- If you opt to not wear gloves, you are required to immediately use hand sanitizer or soap and water to thoroughly wash your hands.
- Sanitize workspaces after all interactions and throughout the day
- Separate used keys and pens for sanitizing at the end of the day
- Observe all social distancing rules with your work colleagues.

Check in Protocol:

- Greet Guests as they arrive
- Keep luggage in car/outside of lobby
- Guests to provide items in advance:
    - Drivers' license provided in advance
    - Guest preference sheet with dining times
    - Beach waiver & snorkel equipment (in room before check in) with snorkel card
    - Encouraging payment via contact lenses (Apple Pay) to avoid touching credit card terminals on property
- Lobby marked for safe distancing; two families / guests at a time
- Offer face masks for those without; cloth face masks available for sale
- No welcome drink for arriving guests
- Take guest temperature again
- Give registration card to complete (ask them to use their own pen)
- Invite guests to use contactless method for putting CC on file
- Offer express checkout option
- Point out new language on registration card requiring acknowledgement regarding travel during COVID19

Welcome Packet to Include

- New Welcome Letter
- Hotel Map
- Menus

In room Amenities

- Snorkel Gear & Snorkel Map
- C19 packs
    - Alcohol wipes/hand sanitizer
    - Face mask

Main Gate:

- All persons entering must wear mask
- Screen all persons entering for fever
- Anyone with a temperature at or above 38 C or 100.4 F has a fever

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    - Any non-registered overnight guest with a fever is denied entry to hotel
        - Provide DOH card with contact info for testing
    - Staff with a fever are detained at gate, and HR notified for further instruction
    - Guest with a fever is allowed passage, and FD/EAA notified
- Limit of 10 families/cars/groups to beach at a time and record this traffic to ensure social distancing
- Keep service gate closed
- Monitor and prevent guests not authorized to walk on golf course jogging trail
    - Lock maintenance gate leading to course and gate leading to Beach House

Housekeeping:

- Blue Towels in room for beach / pool
- Guests out of room during service, can be on balcony / patio
- Service every three days
- Guests put trash out in between service if needed
- No turndown for guests unless designated by Res
- Wait 48hrs before cleaning room. Room closed for two days post departure
- Automatic bathroom dispensers for soap and hand towels and in all public spaces
- Linen card in room
- Goggles for each team member
- Request additional items or linens through FD if needed; staff member will leave linen bag and knock to advise the guest the new linen has arrived.
- Cleaning of public restrooms: no guest inside, barricade up when being cleaned; add a rope that can be hooked on the other side during service

Bell staff:

- Must wear mask and gloves throughout their shift
- Offer guest luggage assistance out of the taxis/rental car
- Will introduce guests to FD agent, wait on guest and lead them to rooms, maintaining social distancing by walking ahead or driving ahead of them
- Ask guests to call FD on the phone for "rooming" instructions
- No "Bell" service
- Deliver snorkel gear and cards to arriving rooms

Guest Laundry Room:

- Guests provided with disposable gloves, hand sanitizer
- Direct guests to wash their hands in bathroom next door before and after using the facility
- One family/guest at a time

Fitness Center: Closed per Lisa's communication on 5/20

- ~~Keys held at FD~~
- ~~One guest/family at a time~~
- ~~Guest must disinfect equipment before and after use~~

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Reservations:

- New bookings guaranteed with CC
- No advance deposit
- Free cancelation prior to 24 hrs of arrival
- Mandatory to communicate with guests prior to arrival
- Provide guests with COVID welcome packet (cover letter, guest preference sheet, beach waiver)
- Guests can reserve through: -
    - ReservHotel
    - Expedia
    - Booking.Com
    - SynXis / RedX

Closed until November 1 OR until they can guarantee communication with guest / travel agent prior to arrival:

- Agoda / Classic Vacations / Hotel Beds / Tourico / Delta/ Pleasant / GOGO / AAV / ALG / Cheap Caribbean

Updated inclusions for hotel guests:

- Breakfast daily (not buffet)
- Snorkeling gear (placed in room prior to arrival beach waiver must be completed and returned prior to checkin)
- Kayaks, beach chairs and floating mats (no paddleboards)
- Maid service every three days (guests must be out of the room during service)
- Free wireless Internet access
- Free onsite self-parking
- Virtual Concierge services for planning your visit

F & B:

- All meals from Mermaid restaurant
- TO GO meals still available
- Menu on board, website or QR code on table
- Throw away, paper, menus available
- Contactless payment available Clover handsets and POS have Apple Pay option
- Reservations for all meal periods
- 50-person capacity including staff on floor
- Breakfast and Lunch served in disposable containers
- Dinner served on china
- Cabana dining available on beach
- No room service/ food delivered to door on tray jack
- Beverage cart to be at the pool area for beverage service

Maintenance:

- Install Barriers at FD, concierge & other appropriate desks/workstations
- Assist with marking safe distances for check in and in restaurants

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- Install ropes on bathroom doors to restrict access during cleaning

Beach & Pool:

- Remove water station on pool deck
- 16 chairs socially distanced at Grotto pool
    - Two sets of four / Four sets of two
- No chairs on the Grotto Beach
- Kayaks, beach chairs and floating mats available for guest's complimentary use at Mermaid beach
- Mermaid Beach will be sectioned off with a guest area and visitor area.
    - Guest area will have 40 chairs and 17 umbrellas with additional added. 10 ft between each chaise group.
    - Visitors section will have 20 chaises at $10/chair. Beach server to take payment on Clover

Tennis:

- Contact: 340-712-2143 or gayle.vanasse@thebuccaneer.com
- Courts will be available by appointment only from 8am-11:30am and 3pm-6pm, Monday through Friday. The courts will not be open on Saturday or Sunday.
- In an effort to maintain a safe distance between players, only four of eight courts will be open. The fitness center remains closed.
- Your temperature will be taken at the main gate using an infrared thermometer. Access to the tennis courts will be denied to anyone who exhibits Covid-19 symptoms.
- Water coolers will be removed; refreshments and balls will be available for purchase. Towels will not be provided so please walk with your own. Only one person will be admitted into the pro shop at a time and a mask or face covering is required to enter.
- There will be no group activities such as clinics or drills but private lessons are available for one to two persons.
- Please do not congregate after play and arrive on time for your scheduled appointment as the main gate will only allow you through at that time. Departure is required immediately after court time is over
- We recommend you familiarize yourself with the USTA's recommendations for safe play during the pandemic which is available HERE.

Golf:

- Contact: 340-712-2144 or golf@thebuccaneer.com
- Tee times will be available by appointment only for **members and hotel guests** from 7:30am-11:30am. The golf course and pro shop will be closed on Mondays and Thursdays.
- Your temperature will be taken at check in using an infrared thermometer. Play will be denied to anyone who exhibits Covid-19 symptoms.
- Only **one person** will be admitted into the pro shop at a time and a mask or face covering is required to enter.
- Please do not arrive early for your tee time as waiting on property will not be permitted. Departure from property is required immediately after play is finished.
- To go food and drinks are available from The Mermaid. Water, soda, beer and snacks will also be available to go from the golf shop bar (no sitting at tables after golf)

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- Carts will be available for one person per cart and each player will be required to sanitize their own cart before using. Cart assigned for the day will only be used by one player.
- Water coolers and sand rakes are removed from the property.
- We recommend you familiarize yourself with the PGA's recommendations for safe play during the pandemic which is available HERE.

The Hideaway Spa: Closed per communication on 5/20

- ~~Contact: 340-712-2149 or kurle.stanislas@thebuccaneer.com~~
- ~~The spa will be open from 9am until 5pm, Tuesday through Saturday by appointment only.~~
- ~~Your temperature will be taken at check in using an infrared thermometer. An appointment will be denied to anyone who exhibits Covid-19 symptoms.~~
- ~~A mask or face covering is required to enter the spa reception or treatment areas.~~
- ~~Please do not arrive early for your appointment as waiting on property will not be permitted. Departure from property is required immediately after checking out.~~
- ~~A large towel will used during treatments in place of blankets and all retail products will be wiped down before purchase.~~
- ~~All spa employees have been versed in safe sanitation training and will be following the guidelines set forth by Dermalogica, which include but are not limited to:~~
    - ~~Clients and therapists will always wear a mask or face covering~~
    - ~~Treatments will be done by appointments only~~
    - ~~Gloves should not be worn by the therapist unless we are performing a facial peel using chemicals~~
    - ~~Blankets should not be used~~
    - ~~Any product used during a treatment will be disinfected after each use.~~
    - ~~High touch areas will be disinfected and cleaned throughout the day, including doorknobs and the reception area~~
    - ~~All retail products will be wiped down before handing it to the client~~
    - ~~Hand sanitizer will be available before entering the treatment area.~~