



The Reefs Resort & Club

Procedures and Protocols

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A New Day at The Reefs

As the world adjusts to the new norm of enhanced protocols, the continued safety of our guests and staff is our top focus.

All of our guidelines and procedures are implemented in conjunction with the Bermuda Government, the Department of Health, and the Bermuda Hotel Association, to ensure we are confirming to all safety regulations. We will continue to adapt and enhance these regulations as they develop, to ensure continued adherence to all relevant protocols.

Our commitment is that despite the additional steps and regulations being implemented, we will continue to provide the same level of warmth, care, and Bermudian hospitality that we are renowned for. While we may not practice our usual greeting of handshakes or hugs, we will still be very happy to see you and welcome you back to your Bermuda home!



Arrival Procedures

- We are proud that Bermuda has a low infection rate and there are requirements for those arriving from abroad to combat any further spread
- Please find below the link for the travel requirements and forms you need to fill out to enter the country as well as details of the on-island experience. Please prepare in advance as you will need a specific PCR COVID-19 test result 7 days in advance and the online forms must be filled out 48 hours in advance. More details of all requirements are here:
- <https://www.gotobermuda.com/bta/press-release/bermuda-tourism-authority-update>
- All guests will have their temperature checked upon arrival and will be required to follow the Bermuda Government's mandated guidelines throughout their stay. Please review them thoroughly in the link above



For Everyone's Safety

- Facemasks and antibacterial sanitizer will be available to all guests if needed. Facemasks are required to be worn in all public areas of the resort and throughout the island
- Social distancing and frequent hand-washing are imperative for all staff and guests
- All staff have received thorough training in effective hygiene habits and Covid-19 related protocols
- Protective equipment such as face masks, gloves, and face shields, will be provided to all team members as appropriate
- All staff will have their temperature checked and recorded daily, and any staff member registering a temperature above 100F will be asked to go home and monitor for symptoms
- Stringent and enhanced sanitary and hand washing protocols will be implemented across all staff departments



Guest Room Cleanliness and Protocols

- While we already have a robust cleaning program in place at The Reefs, we will be implementing additional systems and procedures to ensure that all guests and team members are protected. All guest rooms will be thoroughly cleaned to all governmental standards as required
- Guests are asked prior to arrival what housekeeping services they prefer regarding access to the room and services will be arranged as desired for daily, weekly or no service.
- Turndown service will be suspended and items usually provided in the evening will be provided during daytime service to minimize a point of contact
- All non-porous items in rooms will be disinfected daily. All peripheral non-essential items in the rooms such as magazines, paper products, etc., will be removed
- All guest linens will be washed at temperatures in excess of 140 degrees Fahrenheit



Enhanced Property Cleaning and Protocols

- Additional deep cleaning will be conducted in all public areas, including frequent wiping and disinfection of touchpoints such as doorknobs, railings, light switches, faucets, etc.
- Beach and pool chairs will be set up six feet apart. Sanitizing wipes will be provided to wipe chairs when they are vacated
- Beach towels will be provided in all guest rooms for personal use and refreshed during Housekeeping Service rather than in communal bins at the pool or beach
- The resort gym will be properly cleaned and sanitized regularly, however we ask that you use increased diligence in wiping down equipment before and after each use for your own safety and the safety of fellow guests
- Please ensure masks are worn whenever moving about the property



Food and Beverage

- Our Coconuts Restaurant & Bar is open, providing our guests with a premier beachfront dining experience and one of the only places on the island to enjoy dinner with your toes in sand!
- Aqua Terra Restaurant will be open for breakfast 8 - 10:30am daily
- Beach Dining is available for a premier dining experience
- Tables at Coconuts will be placed with social distancing in mind and markers are placed to guide guests.
- All guests are required to wear masks until seated at their table and when moving about the restaurant
- Hand sanitizer and temperature checks will be required upon entry
- Parties of more than 10 will be seated at multiple tables
- Concierge assistance will be available for outside dining needs and transportation. Restaurants require reservations to obtain contact tracing information, so please book a minimum of one day prior.



Other Resort Services

- La Serena Spa is open Wednesday – Sunday, 10am-6pm. Advance appointments are required for contact tracing purposes
- Taxi transportation arrangements via the Front Desk are encouraged in advance with payment being placed on your folio to reduce touchpoints in the taxi. Facemasks are required to be worn in taxis and separate households should not share one taxi
- Arriving guests will be greeted at the resort entrance and escorted to either the terrace or the Lounge in the event of inclement weather. A Guest Service Agent will review their reservation details and provide an orientation to the resort in these areas rather than the Front Desk to ensure adequate social distancing and minimize the number of people in our cozy lobby area and then escort the guests to their rooms



FAQs

How does the on-island testing schedule work? Where do you go for those tests?

For example, if you arrive on a Friday you would have your next test on the 4th full day you are here after your arrival day, (Tuesday). Your next test would be on the 8th full day you are here (Saturday), etc. Here is a link to the times and locations for the local testing sites : <https://www.gov.bm/coronavirus-get-tested>

Does the \$75 fee we pay prior to arrival for the Pre-Arrival Travel Authorization cover all on-island COVID testing also?

The \$75 covers the costs for all tests while you're here, so you won't be asked to pay anything additional. When you go to the pop-up test, they will take your name and put you in the system but you won't have to upload anything yourselves, they do it all.

Do we need to bring a thermometer to do the daily temperature checks?

Yes, please bring a thermometer to take your own temperatures. You will get an email everyday with a link to a portal where you upload your readings daily.

If the pre-arrival test result either isn't accepted because of timing or we don't get it back on time, are we subject to the 3-day quarantine? Can we enter the island?

As of July 11th, if someone doesn't have a negative PCR COVID-19 test prior to their flight departure, they won't be granted Travel Authorization, which means Immigration will deny them entry to the island. They have removed the option for a 3 day quarantine on arrival without a negative test, please be aware of this important change.

If someone else on my flight tests positive, will I have to be quarantined?

Should someone on your flight receive positive test results, the Ministry of Health will be in contact with anyone seated in the close vicinity of them and advise as to further monitoring needs. There is no guarantee that this will or will not include a quarantine measure.



We thank you in advance for your adherence to the local requirements to keep both yourselves and the staff safe.

We are excited to see you all again and are available to assist in any way possible. Have a safe trip!

