

# ROUND HILL ENHANCED HEALTH & SAFETY PROGRAM

Our health and safety manager has worked alongside the various departments to institute the health and safety protocols that were recommended by the World Health Organization and established by the government of Jamaica.



## Jamaica Arrival Protocol

All persons travelling to Jamaica require a travel authorization document. A travel authorization is **NOT** required to book your flight or holiday package. It is however a requirement for check-in and boarding and the airlines will not allow passengers to board without it. In order to obtain a travel authorization, persons should apply on [www.visitjamaica.com](http://www.visitjamaica.com) **FIVE DAYS** before departure. The travel authorization application will also include a health screen questionnaire. Beginning August 20, 2020, all non-residents 12 years and over visiting Jamaica from the United States, Brazil, Dominican Republic and Mexico will be required to upload a negative COVID-19 test. The types of tests that are accepted are a Reverse Transcription Polymerase Chain Reaction Test (RT-PCR), a Nucleic Acid Amplification Test (NAAT) or a RNA (molecular) test. Only results from oropharyngeal and nasopharyngeal samples will be accepted. The test sample collection date must be within 10 days of arrival date in order to obtain a travel authorization. Applications for travel authorization will be accepted up to 5 days, but no less than 24 hours before intended arrival in Jamaica. This will help significantly with minimizing the possibility of delayed responses.



## Airport Transfer

Once our guests arriving at Sangster International Airport (MBJ) exit customs, they will be greeted by our airport concierge who is stationed at desk #19 in the arrival hall. Our airport concierge will wear a mask/face shield and gloves and will have a supply of disposable sanitizing wipes available. Our airport concierge will assist guests in getting to their driver. Drivers will be properly equipped with mask and disposable gloves and in possession of alcohol-based sanitizer and sanitizing wipes. Vehicles will be cleaned and sanitized after each trip. Transportation is private; therefore only one party will be accommodated in a vehicle at any given time. Guests must wear their mask during the transfer. The same applies for the return transfer to the airport.



## Cleaning & Sanitation

We have increased the frequency of cleaning and disinfecting across the resort with focus on high-touch surfaces and public areas.

- Public areas are cleaned consistently during service hours using EPA-registered cleaners and disinfectants with extra attention to frequented areas such as the front desk and restrooms.
- Guest rooms are disinfected daily during the cleaning process.
- Electrostatic spraying of arrival and departure rooms.
- Rooms are sealed for a minimum of 24 hours before the next check-in.
- Filters for HVAC air conditioners are removed, cleaned and disinfected before new guests arrive.
- Golf carts are sanitized after the transportation of each party.
- All luggage and personal items are sanitized before delivery to guest room.



## Guest Safety & Comfort

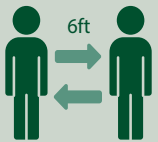
- Temperature check on arrival at the resort.
- Amenity kit with mask, hand sanitizer and sanitization wipes placed in guest rooms.
- Social distancing measures implemented in all public areas and must be adhered to for guest protection.
- Contactless check-in option offered via the Round Hill mobile app. Guests are able to order in-room dining, make spa appointments and communicate with the guest services using the app.
- No printed material in guest rooms. Information, including the hotel compendium and newspapers, is available on the Round Hill app.
- Contactless daily housekeeping services done with optional turn down service.





## Dining Protocols

- Contactless delivery of in-room dining.
- Restaurant and bars operate with reduce capacity to ensure ample spacing for physical distancing.
- Dining reservations required in advance to facilitate the appropriate physical distance between tables.
- Restaurant staff properly equipped with masks.
- Hand sanitizer dispenser at the entrance of the restaurant.
- Temperature check of guests when they arrive at the restaurant.
- Table set with disinfected tableware after guests are escorted to their table.
- Guests must wear masks until they are seated at their table.
- Digital menus available in the restaurant.
- No self-service buffet. In the event that there is a buffet, staff will be assigned to serve.
- All protocols to be observed during in-villa catering service.



## Recreation Protocols

- Reservations are required for use of the spa, fitness centre and tennis courts to facilitate capacity control.
- Guest temperature to be taken before the start of each treatment at the spa.
- Hand sanitization stations are available at spa, fitness centre and tennis courts.
- Spa therapists and staff wear mask and other protective equipment.
- Treatment rooms are fully sanitized after each treatment.
- Massage beds and other equipment are fully sanitized between each treatment.
- Tennis racquets are fully sanitized before given to guests.
- The capacity of the fitness center is restricted to a maximum of ten persons at a time.
- Physical distancing markers are placed on gym equipment when not in use to allow 6 ft. of space in between machines.
- Beach and pool lounge chairs are configured to allow for at least 6 ft. of separation between groups of guests travelling together.
- Beach and pool lounge chairs sanitized before use by guests.
- Proper cleaning and sanitization of public areas done more frequently throughout the day.



## Kids Club

- All kids club staff and nannies wear mask and disposable gloves.
- Kids club facilities fully cleaned and sanitized throughout the day.
- Frequent handwashing using proper hand washing techniques.
- Hand sanitizer dispenser to facilitate frequent sanitization.
- Temperature check of children during daily registration.
- Maximum capacity of twelve children inside the kids club (six at the 3-6 club and six at the 7-up club).
- All toys, books and equipment sanitized before and after use.
- Physical distancing of at least 6 ft. will be observed for all activities.



## Staff & Training

- Initial staff training by the Tourism Product Development Company and on-going training focused on educating the team for the delivery of a high level of service that incorporates our enhanced health and safety program.
- All staff members have a good understanding of COVID-19 and its transmission.
- Staff members wear the appropriate personal protection equipment and practice physical distancing.
- Staff members are screened with temperature check upon entry of the resort.
- Use of a walk-through sanitization station with temperature check of all staff before they begin their shift.
- Frequent handwashing by all staff in addition to the use of hand sanitizer dispensers.

