

Blue Safe Standards—Where Caribbean Hospitality meets Safety & Sanitization

REOPENING 1 OCTOBER, 2020

GRENADA ~ 1-473-444-4316 ~ BLUE@GRENADABLUEHORIZONS.COM ~ WWW.GRENADABLUEHORIZONS.COM

With three generations of experience and over 40 years in the Hospitality business, our family run Eco-friendly Green Globe Gold certified resort has always maintained a high standard of cleanliness and safety protocols. With recent concerns, we are committed to a heightened cleaning protocol using ECOLAB cleaning chemicals that offers our guests a worry free vacation in the Isle of Spice.

PHYSICAL DISTANCING is the new Privacy in Paradise.

Our resort sits on 6 ¼ acres of landscaped garden and grounds. We are not your conventional style hotel with guestroom buildings designed in duplex styled structures naturally lending itself to physical distancing and privacy.

Front of house and Back of house areas are independent buildings located at various points on our grounds.

Blue Horizons Garden Resort is guided by the established protocols disseminated by the Government of Grenada. For updates on these protocols and information on entering Grenada, please regularly visit the website of the Grenada Tourism Authority at www.puregrenada.com/travel-advisory/.

STAY SAFE PROGRAM:

From Check-In to Check-Out, we have established a 'TWELVE TOUCH POINT' standard of protocols that include Transportation from the Airport, Arrival & Departure, Housekeeping & Laundry, Guest Rooms, Food & Beverage, Concierge Service, Maintenance, Swimming Pool (deck/ pool), Bathrooms, Public Areas AND Staff Member areas.

STAFF TRAINING:

Training has been intensified and will be ongoing. Department heads have undergone extensive training with CARPHA, ECOLAB and local and regional authorities. Training will be documented. Dedicated supervisory staff members have been selected to ensure protocols are maintained and monitored.

DAILY TEAM MEMBER SCREENING:

Blue Horizons team members will be required to take a daily temperature reading and health screening on entering the premises. Visitors and suppliers will undergo same. Anyone not meeting the set criteria will not be approved access to resort.

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AIRPORT TRANSFERS:

We strongly recommend that Tour Operator guests book COVID-19 compliant ground representation airport transfers. Alternately, our concierge will reserve a pre-arranged COVID-19 compliant taxi service.

ARRIVALS:

Guest email addresses are required for ALL reservations booked at our resort.

This is to facilitate the resort's NEW ONLINE SELF CHECK-IN service minimizing front office interaction and touch points during the check-in process. Our automated reservations system would email the primary reservation holder a unique check-in link 48 hours prior to guest arrival date.

ALL ARRIVING GUESTS ARE TO BE COMPLIANT WITH THE PROTOCOLS SET BY THE GOVERNMENT OF GRENADA FOR ENTERING THE COUNTRY.

BLUE HORIZONS RESERVES THE RIGHT TO REQUEST PROOF OF NEGATIVE PCR STATUS AND THE SIGNING OF OUR COVID WAIVER.

ALL GUESTS WILL BE SUBJECTED TO A BRIEF HEALTH SCREENING INCLUDING TEMPERATURE CHECKS.

MASKS MUST BE WORN ON ARRIVAL, WHILE MOVING AROUND THE RESORT AND WHILE GATHERED IN CLOSE PROXIMITY TO PEOPLE NOT IN THEIR IMMEDIATE TRAVEL PARTY.

HOUSEKEEPING:

Guests have the option of daily housekeeping service or a limited service during their stay. To be arranged after check in. A trained housekeeper, appropriately attired with PPE will place additional focus on high touch surfaces and heightened disinfection and sanitization. Guestroom turnover will be 24 hours prior to the next arrival. The use of an Electrostatic sprayer will be utilized where necessary.

Heightened cleaning protocols will be procedure in guestrooms, public areas and staff areas.

All public areas will be equipped with Hand Sanitizer Stations.

ALL GUESTS ARE ENCOURAGED TO TRAVEL WITH THEIR PERSONAL HYGIENE ITEMS SUCH AS REUSABLE MASKS AND PERSONAL SANITIZER FOR THE DURATION OF THEIR STAY.

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GUEST ROOMS:

For guests safety, we have removed any guestroom paraphernalia that we are unable to ensure proper sanitization. Guestroom information will be replaced with paperless options.

DINING:

La Belle Creole Restaurant will remain closed until further notice.

Dining options will be offered at Aqua Pool Bar & Pool Deck ONLY from 7:30AM—9:00PM daily (dining times are subject to change if deemed necessary). Tables and Chaise lounges are physically distanced apart.

Dining Options: Breakfast, Lunch and Dinner menus will be a la carte; Room Service is available at a per delivery charge with advanced notice; Take-Out is available for pool bar pickup; Dine-In requires Reservations with limited seating and capacity controlled.

TEMPERATURE CHECKS ARE REQUIRED TO ENTER THE POOL DECK VIA A DESIGNATED ENTRANCE AND EXIT.

CONCIERGE:

Our Front Desk Concierge is available to ensure you enjoy your stay with us safely. We encourage our guests to contact our front desk from their in-room telephone to minimize person to person contact.

MAINTENANCE:

Pre-arrival maintenance checks will be coordinated with the housekeeping department during the careful preparation of all arrival rooms. Should a maintenance team member be required to enter an occupied room, all the necessary safety protocols will be exercised.

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PUBLIC AREAS:

The appropriate signage to remind guests and staff alike about physical distancing and personal hygiene protocols will be strategically placed throughout the resort.

Hand sanitizing stations will be positioned throughout the resort.

Pool chaise lounges are safely distanced apart. Additionally chaise lounges are positioned throughout the garden areas. Each will be sanitized prior and after each use.

Our swimming pool may have capacity limits when necessary to allow for physical distance.

Deep cleaning of all public areas are to be done frequently using ECOLAB cleaning chemicals.

STAFF MEMBER AREAS:

All staff members are required to wear masks and appropriate PPE whilst on duty.

Deep cleaning of Staff facilities are to be done frequently using ECOLAB cleaning chemicals. Staff members are to maintain the 6ft physical distance wherever possible and to minimize unnecessary interdepartmental contact.

Lunch breaks will be assigned.

OFF-SITE AMENITIES:

Our complimentary Beach Chaise Lounges on Grand Anse Beach will be suspended until further notice.

Complimentary non-powered watersports with Aquanauts will be suspended until further notice.

Guests are requested to contact our Front Desk for further information.

MEDICAL FACILITIES:

The Resort maintains good contact with local health authorities. The Ministry of Health offers a COVID-19 hot line service. Blue Horizons can provide the contact details of local doctors and referrals should the need arise.