

# HEALTH & SAFETY PROTOCOL | COVID-19



**M A N C H E B O**  
BEACH RESORT & SPA  
ARUBA

At the intimate **Manchebo Beach Resort & Spa** the health and safety of our guests, team members and the local community is our number one priority.

In anticipation of the reopening of our international airport and our resort, we have committed to the highest standards of cleanliness and sanitation. We have introduced new health and safety protocols to respond to the COVID-19 situation as mandated by the World Health Organization (WHO), the Center for Disease Control and Prevention (CDC) and the local Aruba Health Authority (DVG).

The protocols are based on the most current and up-to-date information available on cleanliness and sanitation for the hospitality industry. Moving forward, we will continue to adhere to guidance provided by the above described governing agencies and will adjust, as necessary.

The wellness, comfort and care of our guests and team members has always been our highest mission. We look forward to welcome you back in a safe and responsible manner for you to enjoy our warm hospitality and relaxed ambiance with the finest personal service, amenities, and facilities.

## STAY SAFE PROGRAM:

We have reviewed every area of our health and cleanliness procedures. Our new enhanced STAY SAFE program follows the recommendations of the CDC, the WHO and DVG as well as the “Aruba Health and Happiness Code” from the Aruba Ministry of Health & Tourism.

Our updated health and hygiene best practices and procedures include the Front Desk, Concierge & Bellman, Guest Rooms, Housekeeping & Laundry, Restaurants & Bars, Swimming Pool, Fitness Center, Yoga & Pilates Program, Spa del Sol, Public Areas, Resort Maintenance, Staff Training and Suppliers.

## STAFF TRAINING:

A training course on the new protocol and working procedures with each team member is implemented and documented. A dedicated clean manager has been appointed to ensure protocols and procedures are maintained and monitored all to focus on the health and safety of our guests and team members.

## DAILY TEAM MEMBER SCREENING:

Manchebo team members and suppliers will receive a daily temperature screening and health questions will be asked to ensure health and risk of exposure. Team members and visitors not meeting criteria will not be allowed on the resort premises.

## YOUR ARRIVAL – BON BINI:

Team members will greet you with a big smile and warm words of welcome (back). They will get you to your room and on to the beach in no time, for you to enjoy a well-deserved vacation. No welcome back hugs and kisses this time around. Physical distancing will be the new normal – also on our One Happy Island!

Additional welcome measures include:

- On-line check-in can be done from the comfort of your home (send us an e-mail if we do not have your e-mail address on file yet at [info@manchebo.com](mailto:info@manchebo.com)).
- Use our self-service iPad Check-In Stations upon arrival in the lobby.
- Mobile Keys can now be provided upon arrival via the OpenKey App. It will allow you to unlock your room door with your mobile device rather than a keycard (download the OpenKey app prior to your arrival from the App Store).
- A bellman will assist you with hand sanitizer, hand washing facilities and a temperature check. We will also sanitize your suitcase for you.
- Front desk agents will ensure six feet (about 2 arms' length) of separation between team members and guests whenever possible.
- Transparent shields have been installed on all front office and concierge desks.
- Throughout the resort, including public spaces like the lobby, automatic hand sanitation dispensing stations from Ecolab have been installed providing sanitizing soap or alcohol foam.
- Signage to remind guests about social distancing and personal hygiene protocol will be available throughout the resort.
- **Travel Insurance** to cover medical and other travel related expenses is mandated by the Government of Aruba. Please make this arrangement prior to travelling to Aruba and bring along these documents to show the Aruba immigration officer upon your arrival on the island.

## YOUR GUEST ROOM:

After housekeeping has thoroughly cleaned and sanitized the room, a “Clean & Sealed for Your Protection” seal will be placed on the front door prior to the guest entering the room for the first time.



Our Housekeeping Clean Manager will oversee all new protocol operations including but not limited to:

- Daily sanitation and cleaning of guest rooms utilizing enhanced Stay Safe guidelines.
- Implementation of a sanitation checklist on critical, high-touch areas in guest rooms, including tv and a/c remotes, doors handles, etc.
- New safety protocols are in place for handling laundry and daily housekeeping, bellmen, and maintenance services.
- Individual Aruba Aloe hand sanitizer dispensers are available in each guest room including two face masks.
- Guest services information can be found on Manchebo Web Pages.

## RESTAURANTS & BARS:



The culinary experience will remain one of the highlights during your vacation at Manchebo. Our pool-side restaurant Ike's Bistro will be serving A-la-Carte Breakfast from 7am – 11am. A-la-Carte Lunch will be served at the Pega-Pega Beach Bar & Grill from 12noon – 5:30pm along with Beach & Pool Cocktail Service. During the evening, the outdoor Ike's Bistro will be featuring the highlights of the menus of The Chophouse, Ike's Bistro and Omakase Sushi Bar available from 5:30pm – 10:30pm daily. Furthermore,

- Dinner reservations are highly recommended to prevent queuing at the hostess stand.
- Hand sanitation stations have been placed at every restaurant entrance.
- Restaurant menus may be downloaded on your own mobile device and laminated menus will be sanitized after each use.
- As social distancing is often not an option, most of restaurant service staff will be wearing face masks and gloves.
- All restaurants have adjusted floor plans to accommodate social distancing guidelines.
- Tables, chairs, and all tabletop items will be sanitized following and preceding each use.
- Room service will be available from 7am – 10pm.
- Restaurants, bars and kitchens will be deep cleaned and sanitized throughout the day, and kitchen staff will be required to use personal protection masks and gloves.
- We have always had a strict food safety protocol in place at the resort. All employees continue to receive training on the ServSafe Food Handlers program from the National Restaurant Association.

## BEACH, POOL & PUBLIC AREAS:



Located on Aruba's widest stretch of beach you can rest assured that you will have a peaceful and relaxing beach vacation at our intimate 72-room boutique resort. All guest rooms open to outside open-air corridors and the two-story property does not feature any elevators, giving you comfortable environment of stepping right into breezy Aruban Tradewinds and right onto the beach.

- Our beach shade palapas are spaced about 20 feet (6 meter) apart and there will be no need to wait in line to get one of the 50 palapas.
- Our pool may have capacity limits when necessary to provide for social distance. Lounges are spaced out comfortably.
- Pool & Beach Lounges are sanitized prior and after each use and covered with our oversized lounge towel covers.
- Hand sanitizing stations are available throughout the property.
- Deep cleaning of all public areas is done on a continuous basis with EPA approved disinfectants, so is sanitation of all high-traffic touchpoints including public door handles, desks, handrails, etc.
- Signage to remind guests about social distancing and personal hygiene protocol will be visible throughout the resort.

## FITNESS CENTER:

Our fitness center will be open from 7:00 am – 6:00pm, with a limited maximum capacity of 3 guests at the same time



- An attendant will be onsite during the fitness centers' operating hours to sanitize gym equipment before and after each use. A handwash and sanitizing station is available.
- A one-hour fitness center usage limit will be implemented for all guests.

## YOGA & PILATES CLASSES:

Complimentary Yoga and Pilates classes are available – please check the on-line schedule for this week's classes.



- We would like to extend a personal yoga or Pilates mat for you to keep in your room during your stay if you wish. Please ask the front desk to have a sanitized mat delivered to your room which you can bring along to the classes.
- The pavilion floor and yoga deck are sanitized before and after each class.
- The teachers will not be using any additional props during the classes and students are able to maintain social distance at the spacious beach pavilion and yoga deck.

## ARUBA'S HEALTHCARE PLAN DURING COVID-19:



### Travelling to Aruba:

- The below mentioned information is subject to change. You are encouraged to check back at the below mentioned web sites for the latest updates prior to travelling to Aruba.
- **Travel Insurance**, to cover medical and other travel related expenses is mandated by the Government of Aruba. Please make this arrangement prior to travelling to Aruba and bring along these documents to show the Aruba Immigration officers upon your arrival on the island.
- Prior to travelling to Aruba, you will be required to fill out an on-line ED-Card (Embarkation | Disembarkation Card) which includes a self-reported declaration of health. Please check the web site for details: <https://edcardaruba.aw/> and follow instructions.
- Further details, procedures and updates will be made available on [www.aruba.com](http://www.aruba.com).
- The above-mentioned information is subject to change. You are encouraged to check back the different web sites for the latest updates prior to starting your journey to Aruba.

### Medical Facilities:

- Aruba has excellent medical facilities and the local health authorities work very close together with the RIVM which is the CDC counterpart in The Netherlands for continuous guidance. The resort maintains good contact with these local authorities in case of any situations that may arise.

Please contact us for more information or with any questions you may have about our Health & Safety Protocol: [info@manchebo.com](mailto:info@manchebo.com) or visit our web site at [www.manchebo.com/travel-information](http://www.manchebo.com/travel-information).

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