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SEVEN STARS RESORT & SPA READIES FOR JULY 22 RE-OPENING AS TURKS & CAICOS PREPARES TO WELCOME VISITORS BACK TO THE ISLANDS

*Sanitization Measures That Exceed Industry Guidelines, New Dining Outlets, 'Anywhere Dining' Program,
and Flexible Booking Policies Now in Place*

Providenciales, Turks & Caicos (June 25, 2020) – As travel restrictions begin to lift and consumers once again look forward to vacationing safely, Seven Stars Resort & Spa, Grace Bay Beach – one of Turks & Caicos' most acclaimed independent resorts – is helping to lead the island's anticipated re-opening to visitors with an expanded set of new practices, policies and offerings.

Ahead of Turks & Caicos' recent announcement to re-open the airports on July 22nd, 2020, Seven Stars Resort & Spa was busy getting ready to welcome back visitors with enhanced procedures, new amenity offerings and more relaxed booking policies. From the resort's new **Clean Stay Promise** and **Anywhere Dining** program, to its recently rolled out dining outlets – **The Tasting Room** and **Rooftop Garden**, the property management team has been working diligently to roll out thoughtful and effective safety measures and practices to ensure guests enjoy a relaxed and much-deserved vacation getaway.

Meanwhile, new special offers and booking policies allow guests to enjoy a luxury vacation for less with greater peace of mind thanks to more flexible cancellation policies available for travel now through December 19, 2020. These include no or reduced minimum stay requirements on its most popular offers, and no-penalty cancellation policies up to 24-hours prior to arrival.

With its open-air lobby, spacious accommodations, two salt-water pools, restaurants and lush grounds, Seven Stars Resort & Spa has exceeded the guidelines provided by the American Hotel & Lodging Association's "Stay Safe" program with enhanced standards in place from the moment guests' arrive to their departure – all designed to reduce contact time while maintaining Seven Stars Resort's high standards of service. Here is what guests can expect:

Seven Stars Resort & Spa '[Clean Stay Promise](#)' Sanitization Measures

- Advance check-in formalities via email and online to reduce "front desk" time upon arrival
- All guests to receive a temperature check upon arrival using an infrared "no touch" thermometer
- Guests to receive a Seven Stars Resort & Spa care kit at check in containing hand sanitizer
- Face masks to be provided for those guests who do not have their own
- Guest luggage to be cleaned and disinfected upon arrival
- Guests provided with swabs upon request to clean and sanitize phones and/or credit cards
- Hand sanitizer readily accessible throughout the property
- Public spaces – from elevators, pool rails and loungers to the resort's fleet of bikes and watersports' equipment – to under-go strict sanitization protocols after each use, at regular intervals throughout the day, and overnight



- The Spa at Seven Stars Resort & Spa – use of masks by staff, and guest touch-free temperature checks prior to treatment. Guests and staff also required to wear a mask during mani/pedis, and guests required to shower prior to body treatments

‘Anywhere Dining’ and Food & Beverage Practices

- Seven Stars Resort & Spa is pleased to roll out its new **Anywhere Dining Program** which allows guests to enjoy a private dining experience virtually anywhere around the resort, including in Seven Stars’ private cabanas, on the beach, on The West Deck, and in-suite
- New private dining room, **The Tasting Room** and soon-to-open **Rooftop Garden** – an intimate, open-air dining space – provide guests with additional, exclusive and intimate dining venues options
- Guests can also stock up on snacks and essentials at the resort’s Gourmet Shop and nearby Grace Bay Market
- New single-use menus, digital menus (online), and a new QR code system allow guests to make selections easily and with little to no contact when placing orders at Seven Restaurant, The Deck, or from the pools and beach
- Reduction in tables and seating throughout all lounging areas, on the beach, pools, and food and beverage outlets
- Guests will have ready access to hand sanitizer gel and wipes at all food and beverage outlets
- Staff required to wear masks while serving and preparing food and drinks
- Enhanced sanitization measures in the kitchen and back-of-house receiving areas
- Single-use containers, straws, napkins and coasters in place as part of Seven Stars Resort’s property-wide eco-friendly practices also support new guest safety procedures while being kind to the environment

Additional measures are also in place across the following areas with changes made to some of the resort’s signature services and offerings:

In-Suite

- Daily laundry, housekeeping, and nightly turn-down service offered upon request
- Hand sanitizer will be placed in suites
- Special attention by housekeeping to all switches, appliance controls, doorknobs, counter tops, faucets and remotes
- Advanced cleaning products used throughout

Reduced Capacity to Allow Greater Physical Distancing

- All activities and excursions restricted to families and private groups
- Maximum six guests permitted at a time in fitness center with sanitization of equipment every 30 minutes

Changes to Some of Seven Stars Resorts’ Guest Offerings

- Breakfast Buffet – Seven Stars’ complimentary breakfast buffet and popular assortment of hot and cold offerings will be replaced by a la carte table service provided by resort staff
- All books, magazines, games, and videos throughout the resort’s lobby and guest rooms have been removed
- Daily newspaper delivery service is now “paperless”

Staff and Transport Teams

- Rigorous protocols are in place for the resort team - from the use of masks and PPE, to uniform laundering, to regular hand-cleaning
- Daily touch-free temperature checks and regular health screenings for all staff are also in place



Seven Stars Resort & Spa recently celebrated 10 years as one of Turks & Caicos' most celebrated resorts. In 2019, the resort began rolling out more than \$12 million in property wide capital improvements which included the full re-design of its 167 expansive suites and living room lobby; the addition of a second adult pool; upgrades and renovations to its fitness center; an expansion of its spa and boutique; and most recently the opening of its private dining room, The Tasting Room. Framed by Grace Bay's world-famous white-sand beaches and the marine preserve of Princess Alexandra National Park, Seven Stars Resort & Spa is a couples' paradise that embraces the beauty of the Turks & Caicos.

About Seven Stars Resort & Spa

Named for the storied Pleiades constellation which is said to shine brightest over Turks and Caicos, Seven Stars Resort & Spa's attentive and highly personalized guest service, innovative offerings, and exceptional accommodations and amenities have made it one of the Caribbean's most iconic, top-ranked luxury resorts. Following a recent \$12 million capital improvements program, the resort's offerings now include two oceanfront heated salt-water pools, offering champagne and cocktails service direct to your lounge chair, and a full redesign by Orior of its lobby and 167 spacious and luxuriously appointed junior, one-, two- and three-bedroom suites with private balconies, stylish furnishings and gourmet kitchens. The resort is also best known for its island-inspired gourmet dining served at its signature fine dining *Seven* restaurant and The Deck, a popular beachside open-air restaurant and bar; the expanded full-service *Spa* at Seven Stars Resort; expanded fitness center, Spa Boutique, and a supervised children's program. Seven Stars Resort & Spa is located on Grace Bay Beach and is just 20 minutes from Providenciales International Airport, with nonstop flights available from major North American cities and direct flights from London. For more information or to book a stay, visit www.sevenstarsgracebay.com or call (844) 332-5315, and follow along on [Facebook](#) and [Instagram](#).

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