

# SILVER SANDS

## GRENADA

Dear xxx,

Thank you for choosing to stay at Silversands Grenada, we are delighted to welcome you shortly and will do everything we can to make your stay a tranquil one.

Your Arrival Date:

Your Departure Date:

Your Flight:

Arrival Flight Time:

Your Room Type:

Travelling Party:

Your health, and well-being along with that of our team members are paramount to us, as such we draw your attention to the information below and ask you to read carefully. These guidelines are in place based on Ministry of Health (MOH) Grenada protocols to ensure a safe environment for all.

### Pre-Arrival and Arrival

1. It is a requirement that we have a copy of all guests, (including any children) passports as identification. To limit contact, a copy of passports should be emailed to us at [reservations@silversandsgrenada.com](mailto:reservations@silversandsgrenada.com) or by WhatsApp to +1 473 423 4952
2. The credit card used to make your booking must have the same name as the lead name on reservation. In addition to the charge for full accommodation and pre-booked transfers, meal plans etc, a pre-authorisation amount of US\$300/day, will be processed on your credit card as security for incidental charges (meals, beverages, spa, boutique etc) during your stay. If you have any questions about our standard hotel credit procedures, or request for a different card to be used at check please let us know.
3. As mandated by MOH, all travellers will be required to undergo a COVID test in your home city prior to embarking on your journey to Grenada. A copy of the test needs to be handed to authorities on arrival.
4. You will be required to undergo an additional COVID (rapid) test on arrival in Grenada which will be conducted by MOH.
5. Upon being given the all clear and proceeding through immigration & customs, transfers will be arranged per family by Silversands Grenada and charged accordingly.
6. You will be required to quarantine for 14 days at the hotel but will be free to move around the resort.
7. A PCR test will be done by MOH after 14 days to give the all clear to then move around the island.
8. Your mini bar will be stocked with your pre-selected items from the attached list and replenished only on your request.
9. A brief room orientation is available, please contact us via telephone or refer to our in-room guest directory for more information.

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### Protecting You During Your Stay

As always, we take great care in maintaining the highest standards of cleanliness and hygiene throughout our hotel, restaurants, and spa.

We have enhanced these normal procedures with additional COVID-19 cleanliness-specific guidance, training, and information.

We have increased the distribution of antibacterial hand sanitizers throughout the property for your use.

### Dining and Spa

Upon arrival at the restaurants, bars or Spa, guests are requested to wear a mask, have temperature taken, and sanitise of hands. It is not necessary for you to continue to wear a mask during meal service. Tables and treatment areas have been rearranged to ensure physical distancing.

A QR code is available to download our menus onto your personal QR reader friendly device. (you may wish to download now to your device, you only need to do this once). Inside you will find Restaurant & Bar menus, Room Service menu and Spa menu. You may choose to order directly from your device, or our servers will be happy to assist with an order table side (with distancing protocols in place)



### In Room Personal Mini-Bar

To ensure you have your preferred snacks and beverages in your room or villa, please see the attached order sheet, let us know what you would like stocked in your room and we will only stock these items, with charges as indicated on the order sheet. Items will only be restocked at your request.

### Housekeeping Service

We will service your room or villa as normal two times each day or if you prefer to make other arrangements for less frequent contact, please let us know and we can arrange to suit you. Increased protocols are in place including the use of gloves and masks by our team members while in your room or villa.

S I L V E R S A N D S

G R E N A D A

Poolside and Beach

Sunbeds and poolside dining tables have been rearranged to ensure physical distancing. Poolside and beachside service will continue as normal with protocols in place.

Acknowledgement and Agreement of Protocols

You are asked to acknowledge the protocols prior to arrival and again when entering the hotel facilities. This form is attached and required to be emailed or scanned back to us [reservations@silversandsgrenada.com](mailto:reservations@silversandsgrenada.com) or by WhatsApp to +1 473 423 4952

Thank you trusting us, we look forward to making your stay an extraordinary and peaceful one.

Warm regards

A handwritten signature in blue ink, appearing to read 'Narelle McDougall', is written over a light blue horizontal line.

Narelle McDougall  
General Manager