

## Health & Safety Guidelines

The Landings Resort & Spa pledges to provide the highest level of protection and comfort to our guests.

To this end, our General Manager and C-19 Compliance Officers will spearhead a comprehensive action plan geared towards monitoring day-to-day activities and ensuring constant reinforcement of social distancing and hygiene protocols, so as to protect the health of our guests and team members alike.

We continue to closely monitor and follow the guidelines and recommendations of the World Health authorities and that of Saint Lucia's health officials.



### Security Gate

All guests and vendors will be subject to temperature screening upon entry.

Security staff will adhere to social distancing protocols of 6 feet.

Security booth will be outfitted with hand sanitizing stations.

Security staff will be equipped with the required PPE (Personal Protective Equipment).



### Hotel Lobby

Luggage will be disinfected.

Golf and luggage carts will be regularly disinfected.

Physical distancing markers will be indicated on the floor (6 feet / 1.83 meters).



## Front Desk

Contact-less, digital check-in will be available.

Sneeze Guards will be installed.

Lobby sitting will be socially distanced.

High-touch surfaces and items such as pens will be disinfected frequently.

Hand sanitation stations will be available.



## Public Areas

Employees and adult guests will be required to wear face masks at all times except while dining at the restaurants and at the pool/beach.

Furniture layout in these spaces will promote proper physical distancing.

High-touch surfaces and items will be disinfected frequently, including but not limited to counters, door handles, restroom faucets, handrails and elevator buttons.

Biodegradable, one-time-use paper towels will be available in restrooms, with hands free wastebaskets.

Hand sanitation stations will be available.



## Elevators

High-touch surfaces in elevators will be disinfected frequently.

Hand sanitation stations will be available.

Elevator etiquette signage will be posted to promote physical distancing.



## Guest Rooms

High touch areas/surfaces will be thoroughly disinfected with EPA approved cleaning agents.

When possible, a minimum of 24 hours will pass between new guests staying in guest rooms.

Staff will be required to wear single-use face masks, aprons and close-toed shoes/shoe coverings when servicing each room.



## Kids Club

The Landings Kids Club is available to children between the ages of 4 and 12. Every child/parent will be subject to temperature screening upon entry.

Team members and children will be required to sanitize/wash hands throughout the day  
and at the end of each activity.

Employees and adult guests will be required to wear face masks at all times.



## Restaurants & Bars

To-go food and beverage services will be available.

Tables will be arranged to maximize space between them while promoting physical distancing.

Digital menus and complimentary Wi-Fi will be offered for guests to view menus on their personal devices.

Biodegradable, one-time-use paper napkins will be made available.

Physical menus and pens will be disinfected frequently.

Hand sanitation stations will be available.



## Spa & Health Club

Spa and Health Club are currently available for use however availability may be determined by local health authorities.

Equipment will be arranged to maximize space between them to promote physical distancing.

Sanitization areas/spray and single use cloths for guest use to wipe gym equipment before and after each use.

Signage will be posted to promote physical distancing and to direct patrons to the cleaning stations.

Discontinuation of spa treatments which include touching of the face, nose.



## Pool & Beach Operations

Pool, beach and recreation areas are currently available for use however availability may be determined by local health authorities.

Lounge chairs will be arranged to maximize space and promote physical distancing.

Sanitization areas/spray will be available for guest use.

Signage will be posted to promote physical distancing and to direct patrons to the cleaning stations.

The wearing of face masks will be discouraged for all water activities and is not mandatory due to the possibility of face masks posing a drowning hazard. Persons over the age of 15 may choose, however, to wear face masks if they prefer.



Please refer to The Landings' waiver as follows: [Waiver.pdf](#)



## Employee Personal Protective Equipment

All employees will adhere to hygiene standards at all times.

Employees will undergo continuous safety, health and hygiene training and will be required to sanitize hands frequently, wearing PPE (i.e. face coverings and gloves) as part of their uniform while at the hotel and executing their duties.



## Additional Information

For more details, please refer to our frequently asked questions and answers here:

<https://bit.ly/FAQs-Landings>