



# COUNT ON US HEALTH AND SAFETY PROTOCOLS

MEETINGS AND CONVENTIONS



**WYNDHAM GRAND®**

**Rio Mar Puerto Rico  
Golf & Beach Resort**

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# COUNT ON US

The **Wyndham Grand Rio Mar Puerto Rico Beach & Golf Resort** is following guidelines and safety information provided by the World Health Organization (WHO), the U.S. Centers for Disease Control and Prevention (CDC), as well as the Puerto Rico Department of Health, and the Puerto Rico Tourism Company, detailing how to identify COVID-19 symptoms and mitigate its transmission.

We have received the Health & Safety Seal, a certification from the Puerto Rico Tourism Company endorsing business that successfully meet the mandatory standards.

We have implemented our 'Count on Us' initiative and partnered with Ecolab and other suppliers, to provide our hotel with access to the highest industry-standard cleaning and disinfecting supplies and will be training all of our team members in achieving the highest standards of cleanliness, disinfection and hygiene.

We created this document to assist with understanding the steps being taken to address COVID-19 and what to expect during your visit. We are in constant communication with state and local officials to ensure we have the most up-to-date directives. Due to this, our operational changes and safety measures may change from time to time as circumstances evolve.



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# MEETING AND CONVENTION SPACES



- Is mandatory that all visitors and guests pass by the wellness checkpoint for screening before entering the resort and conference center.
- All visitors and guests must present either evidence that they are fully vaccinated against COVID-19 with an FDA-approved vaccine or a negative COVID-19 test taken within the last 72 hours.
- Non-vaccinated attendees of an event or meeting must present a negative test to attend the event. Vaccinated people can present their vaccination card or Vacu ID (local residents) stating that they are fully vaccinated and will not be required to bring a negative test.
- Any traveler or Puerto Rico resident that is a guest or visitor above the age of 2 who is not vaccinated or any international traveler must get tested and present a negative PCR molecular or antigen COVID-19 test result upon arrival taken within the last 72 hours.
- A person is considered fully vaccinated two (2) weeks after the second dose was administered for the Pfizer or Moderna vaccines, or two (2) weeks after receiving the only dose of the Johnson & Johnson vaccine. Failure to comply with the testing or to present the vaccination card during the arrival process will result in the cancellation of your reservation and denial of entry to the resort.
- As of Friday, September 17th, both private and public organized events and activities will require evidence of vaccination to have 100% capacity. Those choosing to accept a negative COVID test taken within the last 72 hours in lieu of proof of vaccination can only operate at 50% capacity. Venues include theaters, coliseums, event centers, and any other place promoting mass gatherings, regardless of inside or outside.
- Due to age restrictions on vaccinations, children under 12 years old will not be permitted to attend events promoting the mass gathering of people even if they have a negative test result (500 people or more).
- Meeting planners must share with Conference Services a list of attendees showing who are fully vaccinated and those who will be presenting a negative Covid-19 test.
- Sanitizer stations are located in meeting space foyer areas.
- Designated entrances and exits will be established to assist with traffic flow.
- All shared equipment / meeting amenities will be either single-use or be sanitized before & after each use.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linen to be transported in sealed single-use plastic bags into and out of meeting rooms.
- All food and beverage items to be plated and served by an attendant.
- Sneeze and cough screens will be present at all food displays.
- Coffee and other break items to be attended and served by a server.
- Condiments in individual containers or sanitized containers.
- Flatware to be provided as a roll-up.
- Conference rooms will be sanitized including, doors, tables, chairs, light switch and other equipment after each group use.
- Deep cleaning of meeting rooms to take place nightly.
- Seating capacities and floor plans reviewed to ensure appropriate physical distancing guidelines. Please contact your Hotel sales contact for details and diagramming.
- Face mask are required in all indoor spaces, regardless of vaccination status (including children ages 2-11). Face shield is allowed while using at the same time a face mask. Mask is required at outdoor spaces when there are 50 people or more in the same space.
- Since August 16th, vaccinations are required for all hotel employees. Those not vaccinated are required to present a negative PCR molecular or antigen Covid-19 test and resubmitting every 7 days.

# LET'S STAY COMMITTED TOGETHER



**In addition, during your stay or visit we ask to observe appropriate health hygiene and social distancing measures, including:**

- Sneezing and coughing into one's elbow.
- Refraining from shaking hands or engaging in any unnecessary physical contact with other guests or team members.
- Washing hands often with soap and warm water and using hand sanitizer when soap and water is unavailable.
- Everyone must maintain at least 6 feet social distancing from other traveling groups while on property, including restaurants and all other public areas.
- If at any time public areas, occupancy will be limited as necessary to ensure appropriate social distancing.
- Groups should not congregate in any public areas of the hotel, and will be asked to disperse if necessary.
- Elevators are limited to single occupancy or 1 traveling group at a time.



**Finally, please note the following general policies:**

- All guests must follow the direction of hotel management and team members when given health and safety instructions.

**With the well-being of our Guests, Visitors and Associates at the forefront of our planning, we are eager to begin welcoming you to the Wyndham Grand Rio Mar Puerto Rico Golf & Beach Resort**