



# COUNT ON US HEALTH AND SAFETY PROTOCOLS



**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 stay. 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.

# GENERAL GUIDELINES AND ARRIVAL PROCESS

- As established by the Government of Puerto Rico's Executive Order, there is a Curfew between 10:00 pm and 5:00 am. If you leave the hotel during that period, it is at your own risk. This can result in a fine of up to \$5,000 or up to 6 months in jail. The common areas at the resort will close at 10:00 pm.
- The Government of Puerto Rico requires in-bound travelers to present a negative molecular COVID-19 test taken no more than 72 hours prior to arrival. Proof of compliance will be required to check-in to the hotel. Negative Covid-19 test is not required to residents of Puerto Rico that have not traveled within 14 days from arriving date to hotel.
- There is a mandatory wellness check point for all guests and customers. Temperature must be checked to all guests and customers upon entry to the resort using a no contact infrared thermometer. Arriving and In-house guests running a temperature of more than 100.4° F (per the CDC guidelines) will be directed to the closest hospital or medical facility for examination and to be cleared from illness. If guest refuses to seek medical care, they will be denied entry to the property.
- The Puerto Rico Tourism Company requires a signed travel declaration and contact tracing per guestroom. This is to be completed upon arrival.
- Guest must declare if experiencing health symptoms of any kind and report if he/she has been in direct contact with someone diagnosed with COVID-19 within the last 14 days. Guests must state if they are required to complete a self-quarantine or isolation during their stay based on medical recommendations, state or federal imposed guidelines.
- All guest luggage must be disinfected upon entry. Ready to use disinfecting wipes must be readily available for guests or employees for the luggage disinfection upon entry.
- Guests must always wear masks in public areas with the exception when entering the pools and beach.
- Front desk, luggage service and concierge stations will have a hand sanitizing station in the counter top or area, and will have floor safe distancing marks. Counter surface will be wiped and disinfected after every customer session.
- Guest will receive a copy of these protocols with the hygiene measures taken at the property.

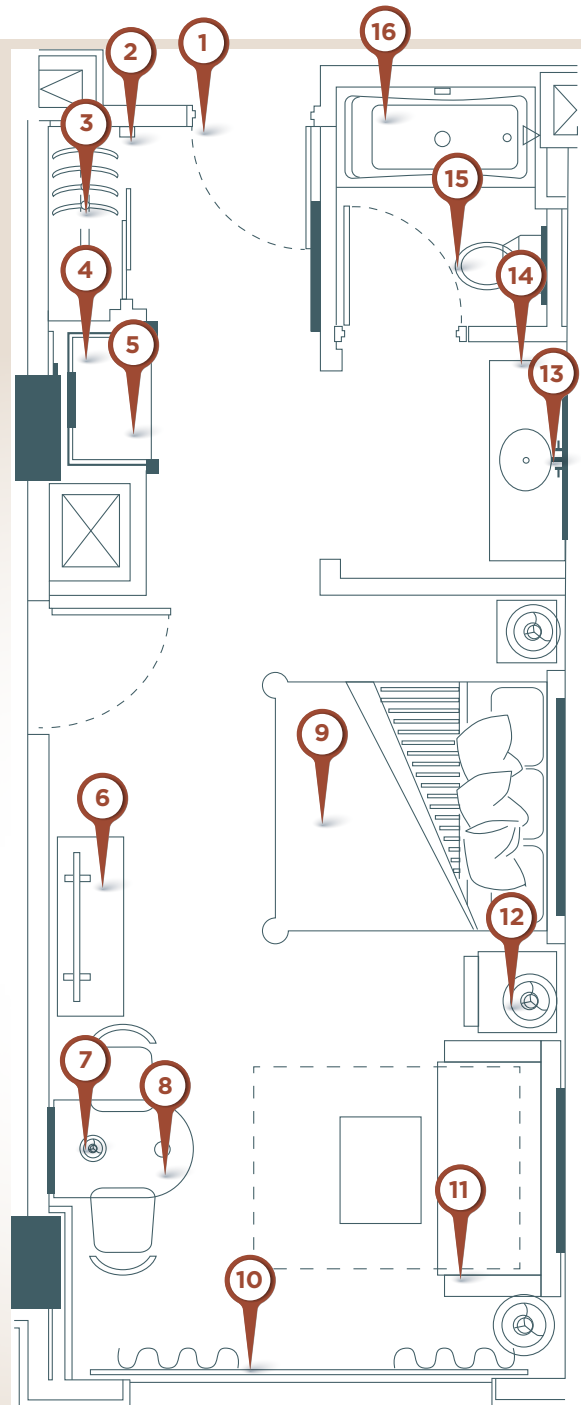
## GUEST ROOMS

- All Guest Rooms will be cleaned following Ecolab hospitality COVID-19 guidelines. Ecolab has developed multi surface cleaners that are hospital grade disinfectants delivering consistent levels of cleanliness.
- High touch areas such as coffee maker, ice buckets, lights switches, door handles, drawer handles, safes, remote controls, clock, phones, lamp switches, temperature controls, faucet handles, toilet and toilet handle and all other hard surfaces will be cleaned and sanitized after every guest stay.
- All Guest Room linens will be changed out at least every two days, or when requested by the guest if before the minimum established. All beds must be stripped after each guest stay, even if a bed is not used.
- Reusable collateral will be removed from all guestrooms.
- Disposable collateral to be changed after each guest stay.
- In anticipation of individual concerns of guests, housekeeping will not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols.
- Housekeeping will maintain the practice of cleaning rooms thoroughly following check- out.
- A cleaning and disinfection certification seal will be placed in the room after the cleaning service is finished.
- All guestrooms are fully disinfected between guest stays.

# GUEST ROOMS

WE DEEP CLEAN AND SANITIZE  
16 HIGH-TOUCH AREAS TO  
ENSURE YOUR SAFETY

- 1 All Door Handles
- 2 Light Switches and Thermostat
- 3 Closet Area Including Hangers, Iron and Luggage Racks
- 4 Coffee Maker and Ice Bucket
- 5 Safe and Refrigerator
- 6 Remote Control
- 7 Phone
- 8 Hard Surfaces Including all Tables, Nightstands and Desks
- 9 Beds Including all Bedding, Sheets and Pillows
- 10 Balcony tables, chairs and door handle (if applicable)
- 11 Couches and Chairs (if applicable)
- 12 Alarm Clock
- 13 Faucet
- 14 Hair Dryer
- 15 Toilet, Toilet Seat and Handle
- 16 Shower Handles and Soap Dispensers



## LAUNDRY

Linens, towels and laundry will be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

## CLEANING PROTOCOLS

Particular attention is paid to high-touch, hard, non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

# PUBLIC SPACES



- Valet Parking is not available. All guests are requested to use the self-parking area.
- All areas of the resort will have signage displayed reminding guests of social distancing along with stickers on the floor showing where guests should wait in line.
- Lobby and Public Seating areas will be spaced 6' apart.
- Elevators will be limited to one guest or one family at a time.
- Hard, non-porous surfaces including front desk check-in counters, concierge, bell desks, furniture, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, elevators, elevator buttons and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas will be disinfected hourly.
- Sanitizer stations will be located in all high-traffic areas such as elevator landings, Front Desk and restaurants.
- Plexiglass shields will be in place at the Front Desk, Gift Shop, Concierge and as needed to protect guests and team members from cross contamination.
- Fitness Center is closed until further notice.
- Beach access, pools and Rio Mar Casino are open with physical distancing protocols and capacity limit.

## Physical Distancing & Queuing

As recommended by the CDC's social distancing guidelines, guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees' queue. Such areas will be clearly marked for appropriate physical distancing, and where possible.



## Beach, Pool Facilities and Recreation

- The following facilities will be open as result of the latest Executive Order in effect October 17-November 13, 2020.
- Beach access is open and complimentary beach chairs are available but for limited use with masks and social distancing protocols in place,
- Rio Mar Casino is open from 9 am-9 pm limited to 30% of capacity.
- Our two swimming pools are open and limited to 30% of capacity from 8 am - 8 pm. Margaritaville pool use is exclusively for guests staying at Margaritaville Vacation Club.

# FOOD & BEVERAGE

- Restaurant indoor seating is limited to 55% capacity and outdoor seating with no limit of capacity with protocols of physical distancing of 6 feet.
- Guests must be encouraged to wash or sanitize their hands before seating.
- Floor plans of the bar and dining area will ensure separation of at least 6 feet between table and chair setups.
- Buffet style serving, salad bars and self-serving service food options are not allowed. Only 'a la carte' serving is permitted.
- Food and Beverage service will reduce in-person contact with guests.
- Host podiums to be sanitized hourly, incorporate 6 feet social distancing minimum standard.
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized continually throughout the day.
- POS terminal to be sanitized between each user and servers to sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs to be sanitized after each use.
- Condiments to be served in single-use containers.
- Check presenters, votives, pens and all other reusable guest contact item to be sanitized after each use.
- Menus, Cocktail and Wine list to be single-use and/or disposable.
- Manage line flow to ensure coffee and food pick up areas are appropriately distanced.
- Self-serve condiments and utensils to be removed and available from cashiers/servers/bartenders.
- All straws to be wrapped.
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest.
- The use of communal tables is restricted unless proper 6ft safe distancing is applied between guests however, related diners (i.e. family members, couples) can be seated together at one table.
- Waitstaff, runners, host, bartenders and customer facing cashiers should wear protective face masks during shifts. Gloves are required to those employees serving or handing items to customers.
- All table presets such as cutlery, glasses, napkins and any table setting such as candles and flowers must be brought to the table by the wait staff after customer is seated.
- Guest congregation at the bar area is not allowed.
- Bar seating is only allowed when the 6 feet safe distancing is applied. Guests must be 6 ft. apart from each party and 6 ft. from reaching items such as napkins, straws, glasses, condiments and ice.
- Surfaces must be sanitized after each guest (bar top, chairs and railings for example).

## MEETING AND CONVENTION SPACES

- Sanitizer stations to be located in meeting space foyer areas.
- Designated entrances and exits will be established to assist with traffic flow.
- All shared equipment and meeting amenities will be either single-use or be sanitized before and 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 buffet and self-serve style events to be suspended.
- 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.
- Flatware to be provided as a roll-up.
- Condiments in individual containers or sanitized containers.
- Individual bottled water to be provided in lieu of water carafes on meeting tables and water stations.
- Sanitize conference room 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.
- Recommend Groups to have assigned seating for the duration of their event.



# WYNDHAM TEAM MEMBERS



- Every Wyndham Team Member will go through extensive new cleaning and safety training measures to ensure the well-being of our guests and each other.
- All Team Members will be required to wear face masks, gloves (if applicable) and other safety equipment.
- Every Team Member will be trained on COVID-19 cleaning and sanitation measures before they start working.
- Hand Washing procedures reviewed and reinforced with team members.
- Personal Protective Equipment (PPE) will be worn by all employees based on their role and in accordance with local and state guidelines.
- Daily Meetings — As with all organizations, we must hold meetings and communicate daily so our team members are informed on what is going on. These meetings will take place virtually or with small groups that are social distancing.
- All Back of House areas will have enhanced cleaning and sanitization along with COVID-19 signage reminding team members of social distancing and other guidelines to keep everyone safe.
- Shared tools and equipment will be disinfected after each shift or transferred to a new employee.



# LET'S STAY COMMITTED TOGETHER



**In addition, during your stay we ask all guests 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.
- All guests 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:**

- Only registered guests are allowed on resort property and in guest rooms.
- 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 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**



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