



COVID-19 SAFETY PROTOCOLS

WE TAKE CARE OF OUR ASSOCIATES



PROTOCOL

All staff must have an updated medical certificate

At the beginning and end of shifts all hosts will pass through a Sanitization Check Point where the following protocols will be exercised

Temperature scanning and records will be kept on file

Face mask protection is mandatory during shifts

Hosts' shoes will be sprayed with antibacterial alcohol solution

Hosts will constantly use hand sanitizer and practice 6ft social distancing while on shift

Hosts are to sanitize and wash their hands regularly throughout their shift (minimum of once per hour) and always after the following interactions occur

Processing of payments cash and/or credit cards

Upon interaction with the guests (e.g. Delivering groceries, food and/or drinks)

Hand sanitizer dispensers will be at the entry and exit of each unit and also in the hosts areas



PROTECTION

All hosts will be granted with PPE according to their job description

Usage of mask is mandatory in guests' areas

Associates with direct contact with guests will wear a face shield



TRAINING

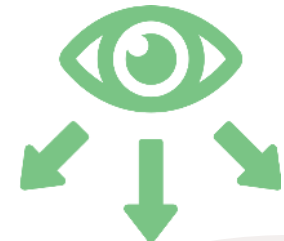
COVID-19 and La Dauphine Estate COVID-19 Response training will be mandatory for all hosts

Hosts must acquire a Certification of La Dauphine Estate COVID-19 Response before interacting with guests

All training will be recorded on a track sheet

Hosts will receive one hour of training fortnightly to reinforce the compliance of hygiene and safety protocols

An external consulting company will do a quarterly assessment to ensure hosts are following the requirements



SUPERVISION & ACCOMPANIMENT

Management will ensure that all protocols are exercised daily

Shift leader will be assigned to ensure compliance of protocols

Support from external consulting company to ensure compliance of protocols

Management will assist to ensure smooth transition so protocols would be less intrusive to guests during their vacation

WE TAKE CARE OF OUR GUESTS



PRE- ARRIVAL SERVICE

Upon booking, guests will receive electronically:

A copy of property Covid-19 protocols which will also be posted in each room as a QR code

A liability waiver that must be signed (eco-sign)

Guests will be contacted 5 days prior arrival as a reminder of the travelling recommendations

All guests on property must submit a Negative COVID-19 Test taken within 24 hours to 7 days prior travelling date.

Guests' liability waiver and COVID-19 Test results will be filed with the reservation

Guests will be advised of local pick-up procedures and necessary PPE



ARRIVAL SERVICE

Guests will be transported by COVID-19 Certified taxi drivers

Upon arrival to the property new guests will be welcomed with hand sanitizer and temperature check by one of our team members wearing PPE (face masks, face shields)

A second host will conduct collection and sanitization of guests' luggage from the taxi

After temperature screening, guests will be offered a Welcome Drink and will be directed to the check-in area



CHECK-IN & CHECK-OUT



CHECK-IN

During check in guests will receive a sanitized package that includes their welcome package, and unit key

Guests will be escorted on a property tour keeping the 6ft social distancing

While property tour is being done a second host will bring the sanitized luggage to the unit

The registration cards and payment information will be collected on the following morning by housekeeping

All relevant information will be placed in the room and accessed via a QR Code



CHECK-OUT

A day prior to check-out guests will be informed of transfer and luggage pick-up times

Guests will be advised to share their La Dauphine Estate experience on social media and will also be reminded to wear the necessary PPE, otherwise our agents will provide it to them

The luggage will be transported from the room and sanitized in the entrance lobby prior to transfer pick up

Temperature will be checked prior to boarding the transfer and information kept on our records



PROTECTION

Motor lobby, lobby and reception areas will reinforce social distancing with 6ft stickers marked on the floor

Perplex glass will be placed on each counter

All Front desk agents and bellmen team will be wearing mandatory PPE while on duty

- **Face mask**
- **Face shield**
- **Gloves**

HOUSE KEEPING

-All housekeeping associates must wear full PPE while on duty

-During cleaning services, all surfaces must be sanitized

oThe entire unit will be fully sanitized using a Mist Fogger/Blower and a sanitization formula of (HoCi) Hypochlorous Acid at 800 PPM.

oRooms will be ventilated before and during cleaning. Allow fresh air to circulate for at least 20 minutes. All windows will be open during the entire cleaning process.

oWash or steam clean all laundry and reusable items at 60 C or higher. This includes, bed linen, towels, tea cloths, tablecloths and cushion covers. Sofas and curtains to be washed, steam-cleaned and sanitized.

oWash all food service items (plates, cutlery, cups, glassware) at 60 C or more

-Sanitize all high contact surfaces on a rotating basis throughout the operating hours. This includes door handles, railings, desks, elevator buttons, intercom buttons, outdoor gates etc.

-Perform routine maintenance on air conditioning vents or filters to promote indoor air quality and limit exposure

-Daily housekeeping will be provided upon guest request. Delivery of towels, linens, and in-room amenities will be available on request.

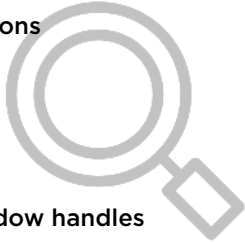
-All correspondences will be shared via email, QR Codes or the local network



ROOM CLEANING AND SANITIZATION CHECKLIST

GENERAL

- Doorknobs
- Fans and lamp chains
- Garbage and recycling bins
- Hairdryers
- Ironing boards and irons
- Keys
- Light switches
- Railings
- Remote controls
- Thermostats
- Windowsills and window handles
- Mirrors



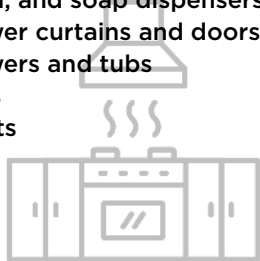
APPLIANCES

- Coffee maker, oven, pressure cooker, toaster, etc.
- Condiments: oil, salt and
- pepper shakers, commonly used spices and containers, etc.
- Hard-backed chairs
- Kitchenware that is not dishwasher safe: ceramic bowls, kids' plastic ware, etc.
- Sinks



KITCHEN

- Faucet handles
- Shampoo, conditioner, body
- Wash, and soap dispensers
- Shower curtains and doors
- Showers and tubs
- Sinks
- Toilets



CHILDRENS' ITEMS

- Highchairs
- Portable cribs and playpens
- Toys
- Bikes
- Books
- Surfboards
- Board games



BEDROOM

- Hangers and luggage racks
- Nightstands



CLEANING APPLIANCES

- Dishwashers
- Vacuum cleaners
- Washer/dryer units





TOURS & SHUTTLES



TOURS

When doing tours on property guests will be required to maintain social distancing of 6 ft

Four (4) guests max will be allowed per tour at any one time

Temperature will be scanned at the beginning and at the end of the tour

Guests will be advised of keeping face mask on during the process

Our chocolate factory will have hand sanitizer at the entrance. Six (6) ft stickers will be placed to reinforce social distancing

When doing off property tours safety recommendations will be shared with the guests

Temperature will be scanned upon arrival and departure for which all records will be filed



SHUTTLE

If shuttle services are provided by Fond Doux

Guest temperature will be scanned prior pick-up and after drop-off

And sitting areas will be indicated by stickers hand sanitizer will be provided

If the shuttle services are sourced externally

Driver's temperature will be scanned at the front gate

Scanning, sanitizing and social distancing protocols must be practiced

MEDICAL SUPPORT

Dr Thadee Alexis, who is based in Soufriere is our primary local support in case of emergency.

A complete first aid kit is kept in each room as per recommendations of Dr Thadee Alexis and according to COVID-19 protocols

In case of a guest displaying symptoms of COVID-19, guest will be placed in quarantine inside of their unit until transferred to the hospital or until returned to their country of origin

These guests will be provided with full 24-hour room service to avoid possible spread of the virus

Associates that were in contact with these guests will be sent home under mandatory quarantine measures and tested for covid-19

Upon noticing guests with symptoms, it will be reported to management and the local authorities.

In case of multiple cases Dr. Donnel Pascall, medical practitioner for 11 years, based in Soufriere and COVID-19 certified will be on call for medical support.

The room of the affected person will be immediately sanitized to reduce spread of infection

All persons travelling with the infected person will be required to report to the Ministry of Health as part of contact tracing

