

# JOALI

## GUEST ARRIVAL

### Arrival - Airport:

- The JOALI team welcoming guests on arrival will at all times be wearing face mask & gloves
- Each guest and all staff will have their temperature taken by the thermal scanner before stepping into the JOALI Seaplane Lounge passengers and employees stepping into the JOALI Seaplane Lounge
- Airport representative will offer arrival kit to all guests
- A signature JOALI greeting will be offered instead of handshakes



### Arrival Kit:

- Guests will be offered a sealed amenities kit upon arrival. The kit will include items such as hand sanitizer, face mask and facial tissue
- The kit will also include a leaflet about the necessary guidelines about social distancing expected from guests throughout their journey as well as in the resort

### JOALI Seaplane Lounge:

- All doors & hard surfaces must be disinfected after every arrival/departure
- Sanitizing dispensers available at the lounge entrance
- All cutlery and crockery to be kept in UV disinfection racks
- Lounge staff to wear face masks & gloves
- To reduce risk of spreading the virus by touch, magazines and other print reading materials will be removed
- Usage of hand-dryers in the toilet to be discontinued. They will be replaced by paper towels
- Only lidded pedal bins with plastic and tied liners to be used

### Guest Transport:

- Guests will be transferred to the seaplane terminal by JOALI vehicle only
- The vehicle will be sanitized after every guest transfer
- The driver will be wearing gloves & mask
- Hand sanitizer available to guests in the JOALI vehicle
- The JOALI seaplane will go through enhanced cleaning and disinfecting after every flight

### Arrival - Resort:

- The guest welcome center, countertops, furnishings will all be cleaned and disinfected between all guest arrivals
- Hand sanitizer available to guests immediately upon arrival
- Guests will be offered (show via hand gesture) welcome drinks which will be kept on a closed tray stand. Guests will help themselves

### Baggage Handling:

- All luggage will be disinfected on arrival
- Any carry-on items/handbag/briefcase must be carried by guests. Team members will not offer assistance with any hand carried pieces

### Registration Process:

- We will request all guests to provide the necessary information prior to arrival. Upon arrival guests are requested to e-sign on the registration card presented from a tablet/I-pad
- The tablet/I-pad is disinfected after each use

## RECEPTION & CONCIERGE

### Information and Communication:

- All staff are fully informed & educated on COVID-19 practices and have been trained to carry out their tasks in accordance with the resort & WHO (World Health Organization) guidelines
- The Front Office team are equipped to communicate specific Health & Safety practices with guests upon arrival in as much detail as necessary
- Social distancing practices & measures have been put in place. E.g.: no shared buggy rides for guests
- Hand sanitizer dispensers placed on buggies and guest speedboat
- Buggies disinfected after each journey
- Guest bicycles disinfected before & after each guest arrival

## CLEANING AND HOUSEKEEPING

### Cleaning and Disinfection

- Cleaning staff have access to, and are professionally trained on, the correct use of personal protection equipment listed here – Gloves, disposable gowns & closed shoes. If any task involves a chance of splashing (e.g. washing surfaces) additional facial protection and impermeable aprons are worn
- All programmes where guests can voluntarily forego housekeeping services will be suspended in the interest of ensuring the health and safety of hotel staff and guests alike



## HANDLING COVID CASES IN RESORT

### Case of an Affected Guest

• If a guest of JOALI becomes infected the person can be isolated in their villa on a temporary basis until the intervention of local health authorities. No visitors will be permitted to enter the villa occupied by the affected guest. Depending on the availability of villas, accompanying persons, if any, will be moved to a different villa.

### Case of Affected Worker

• If a member of staff reports respiratory symptoms, the worker will immediately stop work and seek medical assistance. The staff will stay isolated in a suitable room while the medical services are being notified. The symptomatic worker will be provided with disposable tissues and a mask that should be worn when other persons are present. Staff who report from home that they are ill with respiratory symptoms will be advised to stay at home and seek medical attention.

• Staff who report from home that they have been diagnosed with COVID-19 should follow the instructions received from the doctor, including the recommendation of self-isolation at home until the symptoms have completely disappeared and the current advice is 30 days.

### Non-Affected Guest

• Non-affected guests are persons considered to have had a low-risk exposure. They will be provided with information about the disease, its transmission, and preventive measures. They will be asked to self-monitor for COVID-19 symptoms, including fever, cough, or difficulty breathing for 14 days from the date of departure of the confirmed case from the establishment. Should they develop symptoms indicative of COVID-19 within 14 days, they will be asked to immediately self-isolate and contact local health services.

### Identification and Management of Contacts

• Identification of people with whom an affected guest has been in contact will begin immediately after a suspected case has been identified. The WHO defines a contact as a person who experienced any one of the following exposures during the 2 days before and the 14 days after the onset of symptoms of a probable or confirmed case:

- Face-to-face contact with a probable or confirmed case within 1 meter and for more than 15 minutes;
- Direct physical contact with a probable or confirmed case;
- Direct care for a patient with probable or confirmed COVID-19 disease without using proper personal protective equipment; OR
- Other situations as indicated by local risk assessments.

## RESTAURANTS, DINING ROOMS AND BARS

### Restaurant Set-Up & Table Setting

• Restaurant, breakfast, dining room and bar staff will perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible

• Guests will be reminded when entering and leaving the

restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, which will be located at the entrance to those facilities.

• Buffets and drinks machines. No buffet and self-served drink machines will be available. Full a la carte services will be adopted throughout the island

• Washing dishes, silverware and table linen. The usual procedures will be used. All dishes, silverware, and glassware will be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff. If for any reason manual washing is required, the usual steps will be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying will be carried out using disposable paper towels. Likewise, tablecloths and napkins will be washed in the usual manner and to the highest standards

• Table Setting. Whenever possible, it is recommended to have a maximum of 4 persons for 10 square meters. Tables will be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.

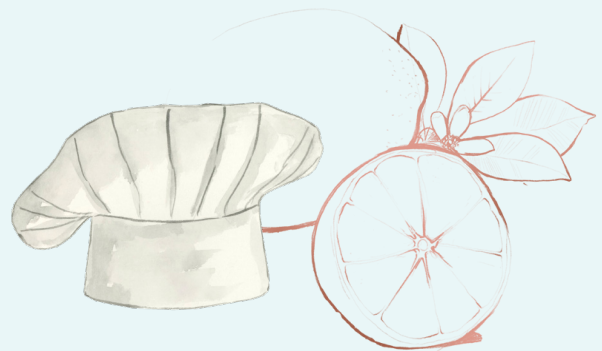
• All the tables must be disinfected with a sanitizer before setting up the table

• Table surface must be thoroughly disinfected after a guest leaves the restaurant

• Sanitizers must be readily available at the service stations at all times

• If tables are to be set with linen or otherwise, minimal contact to be practiced by the hosts while setting up. (One host where possible).

• Minimal contact to be practiced by the hosts while clearing the tables



### In-Villa Dining

• Room service staff to wear masks when delivering food & beverage to guest villas

• A table will be placed at the entrance of the guest villa. Food trays will be left here for guests unless they request the butler takes the tray into the villa. If the butler enters the villa, social distancing will be adhered to

• Guests will leave their food tray on the table outside the entrance of their villa and it will be collected from there

• Cutlery & crockery will be delivered in sealed containers with stickers indicating that they have been disinfected

# JOALI

## MURAMAS (KIDS CLUB)

- Muramas will go through enhanced cleaning and disinfection before opening and after closing each day
- Sanitizing dispensers available in the entrance and each child will be offered a bottle of sanitizer
- All the toys, tables and chairs will be disinfected after each guest use
- Kids club hosts continue to wash hands thoroughly prior to welcoming children and at the beginning of any activities
- Minimize physical contact with guest. When they approach place the right hand on your left chest as a greeting in replacement of the handshake.
- Any open dustbin in the club should be replaced with pedal open dustbin

## SPA & WELLBEING

### Reception

- On arrival guests will be briefed on enhanced sanitization policies
- Welcome ritual with warm towels will also include hand sanitizer for guests
- Hand sanitizing stations across all spa areas
- Floor markings in Spa Reception to assist with social distancing
- All desk surfaces, telephones, keyboards, computer mouse, door handles and other high contact areas to be sanitized hourly

### Treatments

- Guests requested to shower before & after their treatment
- JOALI greeting to be used in lieu of handshake
- A 30 minute window to be left between treatments to give the attendants time to sanitize the treatment room
- Therapists to change uniform between treatments
- Therapists to wear face masks

### Communal Areas

- Locker rooms sanitized after every guest use
- All lockers contain individually wrapped amenity kits. No communal offerings, all will be individual
- Attendants will wear PPE when handling used linen items
- Shared steam rooms, saunas and jacuzzis will not be available for guest use. We prioritize over water treatment room use which includes individual use of steam room and sauna.

### Relaxation Areas

- Furniture spaced out according to social distancing guidelines
- Blankets, neck pillows and additional cushions will be removed
- Food & Beverage offerings will all be individually wrapped

### Retail

- All testers to be removed from retail area
- Glass shelves and surfaces wiped down hourly
- Any clothing item tried on will be quarantined for 72 hours

### Fitness

- Fitness / Personal Training classes to take place outdoors
- Classes limited to 6 persons with social distancing measures in place
- Hand sanitizer stations placed around the gym
- All equipment disinfected after guest use
- All gym equipment will be spaced 2 meters apart
- Maximum of 6 guests allowed in the gym at any one time

- Attendants will wear PPE when cleaning the gym
- All food & beverage offerings other than bottled water to be removed
- Full disinfection of gym to take place every night

### Diving & Watersports

- Guest reception area disinfected every hour
- Masks, fins, life vests & snorkels cleaned separately in sanitized solution before being rinsed with fresh water
- During excursions, equipment will be washed again in front of guests before use
- All regulators cleaned separately in sanitized solution before being rinsed with fresh water
- All BCD's are cleaned inside & outside using a sanitized solution before being rinsed with fresh water
- Wetsuits are cleaned in their own separate freshwater pool using a sanitized solution
- During excursions, guest bathrooms are disinfected after each guest use
- All watersports equipment such as kayaks to be cleaned between every guest use



## TECHNICAL AND MAINTENANCE SERVICES

### Water Disinfection

- The resort monitors & maintains the concentration of disinfectant in water both for consumption as well as in pools and spas. These are set within the limits recommended according to international standards

### Dishwashing and Laundry Equipment

- The proper functioning of the dishwashing and laundry equipment are repeatedly checked
- The operating temperatures of this equipment, as well as the correct dosage of cleaning and disinfecting chemicals, are continually monitored to ensure they are all within guidelines

### Air-Conditioning

- Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, attention will be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools will be checked regularly

### Dispensers

- Regular checks will be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units are rapidly repaired or replaced. The hotel action plan includes installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of interest (e.g. entrance to the dining hall, restaurants, and bars)