



Bolongo Bay Beach Resort Safety and Operating Guidelines

The Doumeng and Nieboer Family and the staff at Bolongo Bay Beach Resort are deeply committed to continue our legacy of being a standard bearer in customer care and a preferred travel destination. Recognizing the new standards of proper social distancing, cleaning, sanitizing and disinfecting practices, we've implemented protocols to ensure the highest measures of safety across all areas of the resort.

The health, safety and well-being of our guests, staff and the community is our top priority. As such, Coronavirus (COVID-19) mitigation measures are now and will remain a common practice. In addition to social distancing, more needs to be done to reduce the risk of transmission of COVID-19. BBBR is committed to adhering to the recommended guidelines established by the [Center for Disease Control \(CDC\)](#), [World Health Organization \(WHO\)](#), the [OSHA 3990](#) report, [U.S. Virgin Islands Department of Health](#), [Puerto Rico Tourism Company Health and Safety Destination-Wide Program](#) and the guidance from the Government of the Virgin Islands to help prevent the spread of COVID-19. *Click on any of the above links for more details etc.*

Bolongo Bay Beach Resort has implemented the following procedures to ensure the safety of our guests and staff:

- Enhanced Cleaning & Sanitization Procedures
 - Frequent cleaning of all high touch areas
 - Hand washing and sanitizing stations available throughout property
 - Heightened cleaning and ionization of rooms and laundry (with limited staff entry)
- Staff & Guest Health
 - All staff are required to wear a facial covering or face mask
 - All Guests are strongly encouraged to adhere to FAA travel and USVI territory guidelines while visiting and will be required to wear face covering in certain places while on property
 - Physical & social distancing measures implemented; minimum of 6-foot distancing for public areas as well as designated group gathering areas around property
- Safe Work Practices
 - Daily staff temperature screenings
 - Staff are trained on new COVID-19 safety and cleaning protocols
 - Incident response and case notification protocols in place
- Guest Experience
 - Warm smile and kind words will replace hugs and handshakes for all guests
 - Easy no contact pre-registration is available when we have all information required for check-in. Please call us prior to your arrival 1 800 524 4746
 - Safe dining accommodations, tables properly spaced with a maximum 6 diners per table

Our goal is that we all will create a safe and considerate Resort Experience as we mix with friends, family and the general public. As we all adhere to good common-sense approaches to staying healthy and respecting others, the New Normal can be achieved comfortably and we can have fun doing it.