



LAS VERANDAS[®]

Hotel & Villas at Pristine Bay



Biosecurity Measures

PROTOCOLS AND PROCEDURES FOR ALL DEPARTMENTS

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INTRODUCTION

This handbook explains the measures and procedures that Las Verandas Hotel & Villas has implemented in all operation areas, to guarantee that your stay with us is safe and free from risk of infection on property.

Our priority and main goal will be to always safeguard your wellbeing so we request that you cooperate with us and follow the procedures in this handbook.

We thank you for your understanding and patience during this new transitional phase for the travel and hotel industry. We continue to work hard to ensure that you will have unforgettable memories during your stay.

TRAVELER REQUIREMENTS TO ENTER ROATAN AND THE REST OF HONDURAS

In order to securely and efficiently comply with the new biosecurity implementations with air transportation the following procedures have been established that imply new requirements aside from the normal requirements to enter/exit the country determined in the law of immigration:

- ✓ Complete the information form found at <https://prechequeo.inm.gob.hn>
 - Fill out the immigration pre-register form.
 - Fill out the health form.
 - Render a sworn statement that will be subject to the country's sanitary disposition.
 - Fill out the Customs form.
- ✓ All travelers must present a negative PCR or Rapid Test in real time with a minimum of 72 hours prior to date of entry to the country. In unforeseen circumstances or force majeure, the passenger will undergo a clinical evaluation by the staff of the international health office.
- ✓ Comply with the biosecurity measures established in the protocols of the Health Department such as mandatory use of mask covering mouth and nose.
- ✓ All travelers must ensure that they meet the requirements to leave the country of origin and to enter the country of destination. Compliance with the requirements is at the responsibility and expense of the passenger.
- ✓ If a traveler shows signs or symptoms compatible with a contagious disease, including covid-19, they will undergo the process established in the airport biosecurity measures protocol for the handling of suspicious cases in airports and aircraft.
- ✓ The population is required to take into account all the biosecurity measures that have been implemented in the air terminals and aircraft and to be at least three (3) hours in advance of their trip in the corresponding air terminal.

STAFF TRAINING IN COVID-19 PROTOCOLS AND REQUIREMENTS

Las Verandas Hotel & Villas staff has been trained specifically in COVID-19 protocols and is provided with regional updated information on the pandemic on a regular basis.

You can find this information on the following website: <http://covid19roatan.com/>

Prior to reopening our doors, our staff have all been tested for the virus and will be submitted to periodic test to assess their health and safety.

STAFF, GUESTS AND VISITORS EXTRA PROTECTION

All Staff, Guests and visitors are required to a temperature check and wear mask at all times except when in their room or villa (accommodation areas) or when at a table or bar eating and/or drinking. It is important to stay at least 6 feet away from others, wash hands with soap and water frequently, and cover the mouth with a tissue or bent elbow when sneezing or coughing. All staff are required to wear mask and gloves at all times.

All common areas are disinfected with hydroalcoholic solution spray on a regular basis throughout the day.

Employee uniforms and masks must be washed daily.

Any team member who reports to work with a cold or visible sign of flu like symptoms, will be sent home immediately.

Please use the wave signs on the floor as guidance to comply with social distancing in the common areas of the resort.

ADMINISTRATION & GUESTS SERVICES

All staff wear mask and gloves and are required to wash their hands on a regular basis more specifically when moving from one area to another and hand sanitizer is provided throughout the hotel for immediate hand disinfecting after sharing items with another person.

All common and public areas are disinfected with hydroalcoholic solution spray on a regular basis throughout the day including door knobs.

HOTEL TRANSPORTATION VAN

Our hotel van will be disinfected at the beginning and end of each day and between shuttling guests to and from our hotel. Our van driver will be wearing mask and gloves and hand sanitizer will be provided on board.

Airport pick-ups and drop-offs:

- Please be aware that the airport protocols prohibit the van driver from leaving the van parking area.
- All guests arriving have to walk outside the airport building with their luggage to the parking lot area to find the hotel van, the van driver will be waiting next to the van with a sign with the guest name on it.
- All guests returning to the airport has to be dropped off in front of the building.
- Luggage assistance in and out of the van will be provided during arrivals and drop-offs.

Before entering the hotel van at the airport or ferry dock, all guests will be measured for their temperature.

Before placing luggage in the hotel van, all bags will be sprayed with disinfectant solution spray.

Driver step by step instructions for Hotel Van service:

1. Social distancing to be observed at boarding times.
2. The wave signs will be placed in seats as guidance to social distancing.
3. No more than 8 guest to ride in shuttle at the same time.
4. Door handles, armrests and seats to be sanitized after each trip
5. Disinfectant mist to be sprayed in shuttle after each trip
6. Drivers to wash and sanitize hands after each trip
7. Entire golf cart/car to be sanitized throughout the day



LOBBY AND RECEPTION DESK

Our staff will personally attend all guests throughout the day on a 24-hour service schedule while maintaining an utmost welcoming and warmth service following the safety protocols established by our National authorities.

We request that all guests and visitors comply with social distancing protocols put forth in our lobby and reception areas by keeping 2 meters minimum away from other guests, visitors and staff.

Our reception area is spacious and can hold up to 6 groups of 2 people per family at all times.

The wave signs will be placed in specific areas as guidance to social distancing.



Contactless check in and check out services are in place. To expedite the process, please make sure to provide personal identification numbers (Passport or Honduran ID), Full names, address and credit card numbers and email address during the reservation process and provide them to be viewed only by our staff during check in for verification purposes only. If any of these are not possible at any given time, please be assured that all our processing machines, room keys and pens will be thoroughly disinfected after each use.

Shoe and luggage disinfecting trays with mats are placed by each entrance of the lobby building to disinfect shoes and luggage wheels, please make sure to step and roll luggage over them. Hand Sanitizing Gel will be provided in the lobby and reception areas. We also have 2 restrooms for handwashing with antibacterial soap in the lobby building.

HOUSEKEEPING, LAUNDRY & PUBLIC AREAS

All rooms and villas will be thoroughly cleaned and disinfected prior to each guest check in and noted with a sticker on the door when you arrive for your safety and security.

Housekeepers will only clean occupied rooms when guests are not present in the indoor areas of their accommodations to minimize any person to person contamination.

All occupied rooms will be cleaned on a daily basis including all contact items such as door knobs, light switches, phones, TV and AC remotes, lamps, toilets, sinks, faucets, curtains and furniture, etc... sprayed with Hydro alcoholic disinfectant solution. All floors will be swept and then moped with disinfectant solution.

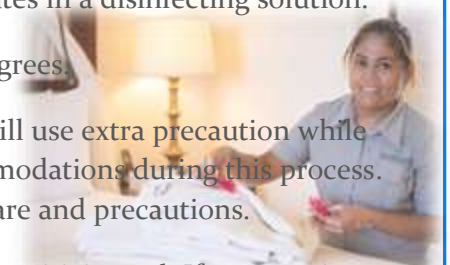
The coffee maker and glasses will be washed and rinsed, then immerse for 10 minutes in a disinfecting solution.

All linens and towels will be washed and dried in a temperature between 60-90 degrees.

The Housekeeping maids will be using mask and gloves throughout the day and will use extra precaution while transporting all cleaned and disinfected items that will be replaced in your accommodations during this process. All used items will be returned to the laundry area separately and with the same care and precautions.

In the bathrooms you will find all toiletries and a safety kit with alcohol and hand sanitizing gel. If you require a replacement mask at any time, please contact the front desk, we will be delighted to provide you with one.

Guest laundry and ironing services include all biosecurity measures.



Housekeeping step by step instructions for cleaning occupied rooms:

1. Guests are able to deny this service by putting a DND (Do Not Disturb) sign on their door at any time during their stay.
2. Staff will sanitize doorknob/ handle before opening. Guest should not be present inside indoor areas of accommodations.
3. Upon entering the room team member will mist the room using a disinfectant misting spray.
4. Before cleaning, all dirty linen and garbage must be removed from room.
5. Team members will be properly trained how to remove linen without shaking to (minimizes possibility of dispersing virus through the air).
6. Spray all tubs, toilets and face basin with disinfectant chemical and let it sit for at least five minutes before cleaning.
7. When approaching a guest on the staircase or corridor, staff must stop and place their back to the wall and greet the guest with a smile from a distance.
8. Clean towels are placed and bed is dress last.

Housekeeping step by step instructions for cleaning checked out rooms:

1. Staff will sanitize doorknob/ handle before opening.
2. Upon entering the room team member will mist the room using a disinfectant misting spray.
3. Before cleaning, all dirty linen and garbage must be removed from room.
4. Team members will be properly trained how to remove linen without shaking to (minimizes possibility of dispersing virus through the air).
5. Spray all tubs, toilets and face basin with disinfectant chemical and let it sit for at least five minutes before cleaning.
6. When approaching a guest on the staircase or corridor, staff must stop and place their back to the wall and greet the guest with a big smile from a distance.
7. Bed is done last, and pillows are taken to laundry and put in dryer for an hour before being dressed and place back in the rooms.

Housekeeping step by step instructions for cleaning Public Areas and Pools Decks:

1. The Public Area and Pool Deck attendant will be using mask and gloves at all times.
2. The attendant will use extra precaution while transporting all cleaned and disinfected items that will be replaced during this process.
3. All used items will be returned to the laundry area separately and with care and precautions.
4. The attendant will clean and disinfect all contact items such as Outdoor furniture and lounge chairs, door knobs, light switches, phones, toilets, sinks, faucets, etc... sprayed with Hydro alcoholic disinfectant solution. All indoor floors will be swept and then moped with disinfectant solution.
5. All Dining and Outdoor/Pool Deck Lounge chairs will be arranged in pairs 6 feet apart from each other.

FOOD & BEVERAGE: RESTAURANT, BARS, ROOM SERVICE AND KITCHEN

We accept a maximum number of guests in our restaurant at the same time in order to ensure the necessary space between dining tables and bar stools.

Table top cloths are changed and tables and chairs are disinfected after the departure of each diner. For your reassurance and security, when you arrive at your table you should find a table top sign stating “this table has been disinfected”.

Any unnecessary table center or décor is eliminated to avoid contact and cross contamination from guest to guest. Cloth serviettes, plates and cutlery are washed in the adequate high temperature water and disinfectants to ensure their cleanliness. Please ask your server for any additional items or condiments you may want during your service.

Our menus have been digitalized to avoid contact and cross contamination. Please visit our website at www.las-verandas.com/restaurant to download the PDF menu files for your reference.

All Kitchen, Restaurant and bar staff will be using mask and gloves during their shift and all services, along with washing their hands frequently and using antibacterial gel consistently between servicing each guest or as necessary.

All guests will be accompanied by a waiter to their table. All guests should be wearing mask when entering and exiting the restaurant and may take it off once seated at the table.

Only hotel staff are allowed to move tables and chairs to accommodate the amount of people in your party. We require that only one family is seated per table.

Restaurant and bar service will be available for outdoor and indoor dining, always with regard to social distancing.

Room service is also provided for your convenience with the following step by step instructions:

1. Room service team member to wash and sanitize hands prior to arriving at room service station.
2. Room services orders to be served with stainless steel plate covers.
3. Room service order to be served on a clean tray.
4. All food and drinks items to be properly covered.
5. Room service employee to wash hands before delivering food order. Facemask and gloves to be worn at all times.
6. Upon arrival to room, place room service tray in front of door, knock or ring doorbell to alert guest of arrival and step back.
7. At the time of delivery-when the guest opens the door Server to recall order to guest and ask them to verify everything is prepared to their liking.
8. After room delivery, room service team member to dispose of gloves, wash and sanitize hands.
9. Room service counter surfaces, trays, caddies and all other tools and equipment must be cleaned and sanitized at the end of each shift.
10. Rooms should be checked every half-hour to bring back empty plates.

Server and bartender step by step instructions for disinfecting during their shift:

1. Bar stools to be arranged 6 feet apart from each other.
2. Hand sanitizer to be place on bar counters for guest use.
3. Bartenders are required to sanitize bar countertops every 30 minutes.
4. Bartenders are required to wash their hands every 30 minutes.
5. Gloves must be worn to perform the following tasks: Prepare garnish, remove dirty cups and napkins, remove garbage and Sanitize countertops.
6. All Check holders and pens will be disinfected after each use.
7. All beverage equipment including; martini shakers, ice scoops, blenders, bottle openers, knives, garnish caddies, ice caddies and napkin/straw holders should be cleaned and sanitized at the end of each Shift.
8. Ice buckets must be sanitized before and after usage.



Kitchen and Dishwashing Staff step by step instructions:

1. All kitchen team members are required to wear clean and complete uniform including; jackets, pants, closed toe footwear, hats, aprons, and facemask.
2. Kitchen team members are required to wash and sanitize hands at the beginning of their shifts or whenever they reenter the kitchen.
3. Kitchen team members are required to wash hands every 30 minutes.
4. Handwash sinks located in the kitchen area should be used for washing hands ONLY.
5. Kitchen handwash sink must include antibacterial soap, hand sanitizer and paper towel. Each should be replenished as needed.
6. Pot wash area to include 3 compartment sinks (wash, rinse and sanitize).
7. Chemicals and spray bottles should be clearly labeled.
8. Maintenance to conduct daily checks on all dishwashing machines (Glass 140-160°F, China 155°F). A temperature log should be kept for record keeping purposes.
9. All cooks must wear latex gloves when handling raw food, seafood, or meat. Gloves should be changed before and after executing each function.
10. Appropriate cutting boards should be used to prevent cross contamination.
11. Team members handling the dishwasher must wash hands before packing clean chinaware to air dry.
12. All food prep stations should be sanitized and disinfected every 30 minutes.
13. Keep wiping cloths stored in bucket with sanitizer solution when not being used.
14. Non-authorized kitchen personnel should not be permitted to enter kitchen.
15. After each shift, prep tables, fridges, kitchen tools and workstations must be thoroughly sanitized and left to air dry.



MAINTENANCE AND GARDENERS

All Maintenance and Gardening staff will be using mask and gloves at all times during their shift along with washing their hands frequently and using antibacterial gel consistently between servicing different areas or guests' rooms.

Maintenance Associate step by step instructions:

1. Before entering a guest unit, employee must wash hands
2. When in guest unit, sanitize any surface before touching
3. After leaving a guest unit, employee must wash hands
4. Avoid unnecessary contact with walls, doors, and other surfaces
5. No more than 1 technician per guest unit
6. Wear goggles when replacing AC Filters in addition to your mask
7. Use paper tissues to open doors, valves and so on to avoid direct contact with the surface and to avoid having to re-sanitize every time. Gloves must still be worn when using paper tissues.
8. Sanitize all tools before and after use using non-corrosive chemical
9. Regular Servicing of AC Vents and Ducts to be scheduled to ensure proper ventilation



PROCEDURES TO REPORT SUSPECTED CASES

Report suspected cases or contact with COVID-19 positive persons in real-time to the local Secretaria de Salud Honduras representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in.

It is a requirement to report illness to the Secretaria de Salud Honduras per the Public Health Act – Section 5 – Medical and First Aid Facilities. Reporting must occur within 2-3 hours of identifying a suspected case and the person must be isolated from contact with others.

Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken for the management team. Report information to the Secretaría de Salud Honduras.

Request that the person isolate in an unoccupied area of his unit or your facility until the authority's direct management or suspected COVID-19 positive person to do otherwise.

Ensure all employees are familiar and know to report suspected cases or contact with COVID-19 positive persons to the following: Call (+504 8820-2444) for local Roatan contact.

Emergency Health Contacts for COVID – 19:

International Health Office French Harbour, Dr. Erick Hernandez, Tel: 9767.0305

French Harbour Health Center, Dr. Charles Welcome, Tel: 9565.7775