



Resorts & Residences by CuisinArt's Commitment to our Guests During COVID-19

We are pleased to welcome you back to our island paradise. The health and safety of our guests and our CuisinArt family remains our first priority as we navigate the future together. To put your mind at ease during this unique moment in history, below is a list of our enhanced cleanliness and safety practices you will see here at work during your stay.

CuisinArt Golf & Spa reopens with the Star Certification from the GBAC (Global Biorisk Advisory Council), which guides our comprehensive cleaning, disinfection, equipment, and prevention procedures.

COVID-19 has changed the way we travel, but it has not dampened our spirit. We hold onto an unshakable passion for exploring the places that make this world so special, and connecting with remarkable people and cultures along the way. We, and the wonderful Anguillians who are the beating heart of Resorts & Residences by CuisinArt, look forward to seeing you soon.

Expert Medical Guidance

The following protocols have been implemented according to best practices developed in collaboration with Dr. Michael Kotler of RemoteMD, Dr. Alan Neuman of ProHealth Environmental, and John Kosmeh Ph.D., a FEMA Emergency Response Trainer. These guidelines for COVID-19 disinfection ensure we are creating the safest possible environment for our guests and team.

Gold Standard Cleanliness Accreditation

CuisinArt Golf Resort & Spa and The Reef by CuisinArt have achieved the GBAC START™ facility accreditation, a 20-step protocol guided by international leaders in the field of microbial-pathogenic threat analysis, mitigation, response, and recovery. This certification recognizes our comprehensive systems for cleaning, disinfection, and prevention.

Enhanced Hygiene Standards

In partnership with Leading Hotels of the World, CuisinArt Golf Resort & Spa and The Reef by CuisinArt has implemented 800 new hygiene standards guided by Leading Quality Assurance (LQA). including social distancing practices, access to hand sanitizer throughout the hotel, and wellness checks for team members.

Hotel Transportation

All hotel vehicles will be thoroughly cleaned and sanitized prior to every transfer, including exterior and interior touch points, knobs, levers, buttons, seatbelts, and carpets. **For their** safety, our drivers will wear masks and fresh gloves for each transfer, use hand sanitizer, and follow social distancing in the vehicle whenever possible. Guests being picked up by hotel vehicles will be provided complimentary hand sanitizer, gloves, and a COVID-19 card to explain our wellness procedures. Trips will be limited to no more than 4 occupants in a limo or SUV, and no more than 2 occupants in a sedan. Guests will be asked to place luggage into vehicles' storage area, but the driver can assist upon request by wearing **a new set of gloves prior to and immediately after handling of luggage**. All non-essential in-car amenities such as magazines and guides will be removed to allow for enhanced cleanliness and safety. Beverages will be individually packed for single use.

Check-In – Registration

At check-in, guests will receive a complimentary wellness kit including hand sanitizer, mask and information on COVID-19 policies. A no-touch temperature check will be administered, along with a COVID-19 questionnaire. In the event of flu like symptoms measures required by the Health Ministry of Anguilla will be followed.

Arrival times will be staggered to allow for social distancing and prevent lobby crowding. Clear pathways with floor decals for distancing will be provided, along with hand sanitization stations. Shaded outdoor areas with plenty of airflow will be available to allow for comfortable social distancing when multiple guests arrive at or around the same time.

Registration areas and room keys will be thoroughly sanitized for optimal safety after each guest or every 45 minutes.

Front Desk and Concierge Desk is equipped with a plexi-glass screen, sanitizing spray and anti-bacterial wipes to assure guest health and safety. All team members will be required to wear masks. Hand sanitizers will be placed at reception, restaurant, hotel common areas and all guest rooms.

Hotel Dining Experience

Virtual reservations will be permitted to allow for pre-planned distancing and crowd control. Tables and bar stools will be spaced at least six feet apart, with small parties of 4 to 6 guests per table. Bar snacks will be handed out in single-serve packages per guest. Team members will wear masks and gloves, and wash hands frequently (at least every 45 minutes). Food prep areas are sanitized every 45 minutes and logged. All food storage containers, dishware, utensils and equipment will be sanitized before and after each use. Dishes will be delivered under cloches from the kitchen, with condiments sanitized after every use. Kitchens will be deep-cleaned and sanitized and the closing of each day. All dining tables and chairs will be sanitized after each guest.

Sanitation and Cleaning

Hygiene and sanitation have always been a priority for us. Today we have enhanced these measures to comply and tend to the needs that arise with Covid 19 thus providing with the optimal available products and protocols.

Cleaning of all areas have been reinforced. Special attention is given to high traffic areas, handrails, elevators, doors and surfaces throughout the hotel.

Hotel Areas and Amenities

All guests and team members are required to practice social distancing, and clear signage will be provided to help guide this process. Resort restaurants, pool, and shop layouts have been redesigned for lower density to encourage social distancing. Touchless hand sanitizer stations will be readily available throughout the resort, including reception/ lobby, elevators and landings, all floors, restaurants, kitchens, back of house areas, meeting and convention spaces, pools, salons and exercise areas. All activity equipment, including snorkels, fins, paddle boards, kayaks, etc, will be sanitized before and after each use.

Elevators

CuisinArt team members will sanitize elevators at regular intervals at least every 45 minutes. All elevators will have instructional placards inside and at each landing with instructions on sanitization and hand hygiene after touching elevator handrails and walls. Passengers per elevator car will be limited to maintain distancing.

Public Areas

Public areas will be cleaned and sanitized regularly with accurate record-keeping identifying times and materials used. Particular emphases will be placed on high-touch areas, including doors, handles, handrails, check-in counters, public and guest telephones, computers and accessories, bell desks, elevators and buttons, bathrooms, fountains and water coolers, ATM and banking machines, vending machines, ice machines, room keys, deadbolt and locks, tables, chairs, gym equipment, spa and pool equipment, dining surfaces, and seating areas.

Pools

There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, spas, or water play areas. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities will inactivate the virus in the water. However, the following procedures will be followed:

- Sunscreen dispensers replaced with sanitizer dispensers
- Pool seating configured to allow for at least six (6) feet of separation between groups of guests.
- Chaise lounge chairs sanitized after each use
- Cabana contact surfaces are sanitized after each use and pressure washed and sanitized each night.
- Towel desk, entry kiosks, and all other desks and counters sanitized at least once per hour. Used towels will be bagged and properly laundered

CuisinArt Golf Club

Guests are encouraged to virtually schedule tee times to ensure crowd control and safety. Tee times will be spaced in intervals to allow for distancing. Golf carts will be limited to one player per cart, unless joined by family members or travel companions. All team members will wear proper PPE, and will be provided with hand sanitizer wipes to keep on hand for their shift. Golf carts and loaner clubs will be sanitized before and after each round. Locker rooms and foyer areas will be sanitized at least once every hour and guest contact areas will be sanitized after each use. Team members will wash and sanitize hands after handling any guest equipment. Caddies will refrain from handling guests tees, markers, scorecards, pencils and other small equipment. Rakes will be removed from bunkers and replaced with one rake per cart to be handled by the caddie. Attendants and fruit and coffee stations will provide service (no self-serve).

Spa by CuisinArt

Guests are encouraged to virtually schedule spa and beauty facility appointments to ensure social distancing and safety. All spa team members will don proper PPE and change gloves after each guest. All spa equipment tools, beds and surfaces will be sanitized after each guest. Hair appointments and skincare services are provided only with the use of gloves, masks, face shields, and gowns. Treatments will be billed to guest rooms or via contactless payment.

Fitness Center

Guests are encouraged to virtually schedule fitness center access. Complimentary water and personal laundered towel will be provided. Capacity will be limited to allow for distancing, and equipment will be sanitized after each use and spaced 6 feet apart. Locker rooms will be cleaned, sanitized and logged every hour, with available lockers spaced out to allow for distancing. Showers will be cleaned immediately after each use. Amenities such as soap, shampoo and conditioner will be provided in unopened single use packages and discarded immediately after use.

Tennis Courts

Virtual appointment scheduling recommended to allow for distancing, and games can only be played if distancing protocols are met. Outdoor courts will be pressure washed nightly.

Team Member Training

The health and safety of our family of staff is our paramount priority. We have implemented proper PPE, no-touch thermometers, and wellness checks at the beginning and end of every shift. If a member of our team does not feel well, they are instructed to stay home until they are better. Our team has also completed training on social distancing guidelines, proper use of PPE and recommended hygiene practices related to COVID, including hand-washing every 45 minutes or after close interaction with others. All team members will be required to wear masks.