



1. Notice to our esteemed guests

- a. Thank you for visiting with us at The SOV Resorts-Negril. In the interest of the Health and Safety of everyone – please observe the following guidelines.
- b. Proper record keeping is necessary as a health precaution so we are kindly asking for your compliance with regards to forwarding addresses and emergency contact data.
- c. There are hand sanitizer dispensers mounted in all public areas – lobby and pool areas please utilize these as often as possible or as you see fit.
- d. Please wash your hands with soap and warm water frequently for at least 20 seconds each time.
- e. Please exercise social distancing while occupying any public areas. Some surfaces will be cleaned/disinfected with an alcohol-based cleaning agent after the use of each guest.
- f. If you are experiencing symptoms of COVID-19 please notify management so we can get the medical help that is needed.
- g. In the interest of social distancing we are kindly asking that the housekeeping team be notified when each room is available for servicing.
- h. All contact-surfaces will be cleaned, disinfected and sanitized daily in all guestrooms – including but not limited to television and remote controls, toilet flush handles, door handles, water faucet handles and furniture and flooring.

2. Instructions to the Front Office Staff

- a. Please maintain social distancing at all times when dealing with guests as well as with other members of staff.
- b. Please ensure the security performs field temperature test on all arriving guests.
- c. Please be meticulous in your Guest Registration process – Ensure that all relevant data be collected, verified and secured. Proper identification must be supplied along with forwarding addresses, emergency contact names and telephone numbers.
- d. Please disinfect and sanitize contact surfaces – countertop, pens, pads, public phones, keys, key chains and key cards after each guest use.
- e. Kindly notify each guest of sanitization stations upon arrival reminding everyone this is for their health and safety as well as ours.
- f. Kindly maintain a clean and well sanitized and well stocked public bathroom. Handsfree sanitization dispensers, soap dispensers and paper towels must always be well supplied.

3. Instructions to Housekeeping Staff

- a. Please maintain social distancing at all times when dealing with guests as well as with other members of staff. If a guestroom is occupied then explain that you shall return when it is convenient. You may not service a room while a guest is in the room.
- b. Please wear all given protective gears when servicing a guestroom – **disposable** gloves, face masks, aprons and shoes are to be changed for each guestroom.
- c. In some instances, you may be required to change protective gears within a guest-room. This is okay if it promotes the health and safety of yourself and our guests.
- d. All other activities will be carried out as per usual –
 - i. All bedroom linen is to be washed in hot water – with some form of disinfectant.
 - ii. All dining room linen is to be washed in hot water with disinfectant and bleach.
 - iii. As usual your health & safety is our primary concern so please be careful.