

Re-opening Protocol

Procedures for The Lodge



CAMP BAY LODGE
MINDFUL STAY

Goals for The Lodge

Our mission since opening The Lodge has always been to provide a safe, relaxing and enjoyable environment for our guests and staff. During this time of Covid-19 our goal is to continue to provide an environment where our guests and staff feel safe while at The Lodge, and that we take all measures possible to mitigate any risks associated with the Covid-19.

Since the first outbreak of the Covid-19 at the start of 2020, and with the first identified cases within the Bay Islands, we have been vigilant in monitoring the situation within the Bay Islands, throughout Honduras, and broadly around the world. We have stayed abreast of the guidance from all public health authorities including, but not limited to, the World Health Organization (WHO) and the Centers for Disease Control (CDC). We have also been involved in the review of the Roatan 'Tourism Revitalization Plan' published in July of 2020 to provide guidance and best practices for tourism operators within the Bay Islands.

Given that the guest facilities at The Lodge are largely outdoors, with the exception of individual guest rooms, our primary goal will be to adhere to the guidelines established by the WHO, the CDC, and in the 'Tourism Revitalization Plan' to the extent that such recommendations have a positive impact on the health and safety of our guests and staff.

Changes to the Physical Site

A sanitary station has been established at the entrance to The Lodge to include hand sanitizer, a digital thermometer, and a poster explaining our distancing, hygiene and other procedures to combat Covid-19.

A second sanitary station has been established under the steps to the yoga platform for use by restaurant guests entering the restaurant area, guests that may be coming/going from the beach, coming/going from the yoga platform, or those who may be interacting with other guests and staff and feel the need to sanitize their hands. This secondary sanitary station includes a sink with hot water, antibacterial soap, hand sanitizer and single use, disposable hand towels. It also includes a poster explaining our distancing, hygiene and other procedures to combat Covid-19.

Floor markings reminding guests and staff to maintain a minimum of 6 ft. distance have been placed where guests congregate, and where they form lines for service at the restaurant, at the Kite School equipment room, and in the entrance area where guests are received upon arriving to The Lodge.

Restaurant tables have been spaced with at least 6 ft. distance between each table ensuring that the 6 ft. distance is maintained in all directions.

When needed, additional tables that do not fit in the restaurant given the new spacing restrictions, will be arranged 6 ft. apart on the beach immediately in front of the restaurant, or in the garden area behind the Sunset Cabana.

Staffing Strategy

Our staffing strategy for The Lodge is designed to consider several basic principles:

- Monitor the health of staff that we allow access to The Lodge facilities to ensure that staff do not introduce risk, or perceived risk to our guests.
- Establish an environment where only those staff members who need to engage with our clients have access to, or perform their tasks, in areas where our guests frequent.
- Minimize the turn-over of staff who interact with our clients, trying where ever possible to reduce the number of staff that we rely upon to the appropriate number of staff needed to provide the level of customer support that our guests have come to expect, without exposing our guests to unnecessary risk.
- Ensure that the staff we do employ are completely knowledgeable of our policies and procedures related to protecting our guests from Covid-19, that they understand the importance of following those policies and procedures, and who are committed to following the policies and procedures.
- Mandate that all staff and management wear a face mask when engaging with clients and other staff, and that any staff entering into guest rooms to provide room service or cleaning/maintenance service additionally wear one-time disposable gloves.
- Ensure that staff working attire is used exclusively when working at The Lodge and is laundered between each shift.

Upon arriving to The Lodge for their work shift, each team member meets with the Bio Security Supervisor (BSS), a member of The Lodge Management Team, or their direct supervisor prior to proceeding beyond The Lodge entrance/receiving area. The BSS, or other designated representative of The Lodge discusses with the team member any potential risks that they may be bringing to The Lodge, observes the overall health and personal hygiene of the team member, measures the body temperature of the team member with a digital thermometer, and ensures that the team member wears a mask and properly cleanses their hands prior to entering the remainder of the property.

All Lodge staff who interact with guests, or who work in areas frequented by guests, including those who enter into guest rooms for any reason will adhere to the most stringent personal hygiene standards. This includes washing hands with antibacterial soap at least once every hour, washing hands between each interaction with a guest or group of guests, wearing masks at all times when interacting with guests or when entering guest rooms, and additionally wearing gloves when working in guest rooms.

Any staff member who observes other staff not adhering to The Lodge Covid-19 policies and procedures has been made to feel comfortable reporting the situation to a member of Lodge Management Team with no fear of retribution, and with complete confidence that they will be able to remain anonymous to other staff.

Interacting with Guests



Check-in

1. All guests are processed at The Lodge receiving area. Wherever possible all processing is conducted in the outdoor area and not inside the office unless there is a specific reason.

2. Groups arriving to The Lodge are processed together and managed separately from other groups arriving at the same time. If more than one group arrives at the same time, each group is processed together with their group members. Other arriving groups are asked to wait with their group members and to maintain at least 10 feet distance from other groups. Groups are processed in the order in which they arrive to The Lodge.
3. Arriving guests are processed by one single member of The Lodge Management Team who will be wearing a mask. The receiving team member reviews each arriving guest to verify that there is no obvious health threat being introduced to The Lodge. The guest's temperature will be measured and recorded. The receiving team member explains The Lodge policies and procedures with respect to Covid-19. They ensure that the guests know where to go if they have any questions or need to report a problem with a member of their group or any other situation observed regarding the health and safety of all guests at The Lodge.
4. Guests are offered use of the public restrooms to wash their hands and are invited to use the hand sanitizer provided at the sanitary station in the receiving area. They are also reminded of the location of the sanitary station located near the restaurant and yoga platform.
5. Guests are provided with their room keys and asked to maintain the key with themselves rather than asking The Lodge staff to store the key when they are out of their rooms in order to minimize the number of persons touching their key. If the guest prefers to have The Lodge staff maintain their key, staff have been instructed to respect the guest's request but to ensure that each exchange of the key is done with the appropriate sanitary precautions.
6. The receiving team member escorts the guests to their room, but have been instructed not enter the room with the guests. When multiple groups are arriving at the same time, the receiving team member requests another staff member to escort the guests to their room.



Handling of Luggage

1. Handling of guest luggage creates the potential to introduce unwanted germs into guest rooms. This possibility is explained to the guests and they are given the opportunity to manage their own luggage, or if they prefer, to have a Lodge team member transfer their luggage to their room.
2. If the guest requests assistance with their luggage, The Lodge team member who provides the assistance is required to wear a mask, and immediately prior to touching luggage wash their hands and apply hand sanitizer.
3. Luggage is left just outside the door to the guest room. Only upon specific request by the guest will The Lodge team member enter the guest room.



Check-out

1. Guest check-out is completed with as little physical contact as possible with cash and credit cards. Guests are provided the opportunity to settle their accounts with contactless transactions whenever possible.
2. When a credit card transaction is processed, the guest is asked to process the transaction in an effort to avoid The Lodge staff handling the guest's credit card.
3. The Lodge team member processing the check-out is required to wear a mask, and to use hand sanitizer before and after each transaction.

4. Assistance with guest luggage is handled in the same manner as at check-in, providing the guest the opportunity to handle the luggage themselves or to have a team member assist with the luggage.



Room Service

Room service is available upon request.

1. Lodge staff delivering or removing food and food service utensils are instructed to wear a mask and single use disposable gloves and to wash and sanitize their hands prior to visiting the guest room and after completing the service.
2. Staff delivering or removing food and food service utensils are instructed to engage with guests without entering the room, exchanging articles at the guest room door. If specifically requested by the guest, staff will enter the room briefly using the appropriate safety protocol.

Guest Room Management

1. Cleaning and sanitizing of guest rooms follow the strict guidelines, and using approved cleaning and sanitizing products presented in the Roatan 'Tourism Revitalization Plan'.
2. Lodge staff responsible for maintenance of guest rooms are required to wear approved face coverings and single use disposable gloves, and are instructed to clean guest rooms only when guests are not present unless specifically instructed otherwise by the guests.
3. Cleaning staff will be doing a complete cleaning and sanitization of guest rooms prior to the arrival of guests, as well as immediately following the departure of guests. These cleanings will include cleaning and sanitizing all hard surfaces and high touch areas such as light switches, door and window handles, and clothing hangers in addition to normal cleaning of bathrooms, bed linens, towels, windows and floors.
4. Daily guest room cleaning schedules have been discontinued and guests are instructed to request room maintenance and cleaning as needed.
5. Upon departure of guests, all single use bathroom amenities are removed and disposed of and new bathroom products are placed in the rooms.
6. After guests have departed their rooms at the end of their stay, and upon completion of the thorough cleaning and sanitizing of the guest room, the room is locked and remains closed to any guests or staff until the room is again cleaned and sanitized immediately prior to arrival of the next guests.

Common Area Strategy/Procedures



Restaurant

1. The restaurant area has been re-organized to follow the 6 ft. spacing guidelines recommended in the Roatan 'Tourism Revitalization Plan'. Occupancy of the restaurant area is managed to ensure that guests will feel comfortable and safe with the number of people congregating in the restaurant. If numbers exceed the recommended guidelines, overflow areas have been identified on the beach in front of the restaurant or in the garden area behind the Sunset Cabana.
2. Guests who are waiting to order drinks or food at the bar are requested to maintain 6 ft. distance while waiting to be served. Signs on the floor identify the best place to form a line to maintain the appropriate distance.
3. Kitchen cook staff are instructed to remain within the kitchen area. Separate bar and service staff are the only staff who will be interacting with guests. Bar and service staff are required to wear masks and to wash their hands between each guest interaction.
4. Tables, benches, bar stools and the bar surface areas are cleared, cleaned and disinfected between each guest seating. Service staff have been instructed to minimize the combining of activities from one table to another table without washing hands and following the appropriate sanitary procedures.
5. Service articles such as place mats, condiment containers, napkin holders and other service articles do not remain on tables. They are delivered to guest tables as needed or requested, and are thoroughly cleaned and sanitized following use and storage prior to the next use.
6. A sanitary station equipped with a wash basin, antibacterial soap, hand sanitizer and disposable towels is available directly under the steps leading to the yoga platform.
7. After the restaurant and bar area is closed for the evening all tables, benches, bar stools, bar surfaces and the sanitary station is thoroughly cleaned and sanitized with approved cleaning materials.



Kitchen

1. Kitchen staff are to remain within the kitchen whenever possible but should not interact with guests.
2. Kitchen staff are to wear face coverings and hair nets while working in the kitchen, and are instructed to wash hands with antibacterial soap at least once each hour.
3. Guests are not permitted in the kitchen or behind the bar.
4. Kitchen staff will work independently as much as possible maintaining a 6 ft. distance between each other whenever possible. As permitted they will not work facing each other across a counter or preparation area.
5. Kitchen utensils, pots, pans, etc. will be thoroughly cleaned after each use and will be cleaned and sanitized at the end of each day.
6. All surfaces will be cleaned and sanitized at the end of each day using Roatan 'Tourism Revitalization Plan' recommended cleaning and sanitization products.
7. The kitchen will be locked at the end of the day and will not be accessible until breakfast staff arrive the following day.



Public Restrooms

1. Kite staff are required to wear a mask while attending to guests at the equipment room.
2. Guests who are waiting to be attended to at the equipment room are requested to maintain 6-foot distance while waiting to be served. Signs have been placed to identify the best place to form a line to maintain the appropriate distance while waiting to be served.
3. Hand sanitizer is available at the equipment room for guests as well as for kite staff.
4. Equipment is cleaned and sanitized after every use, prior to being placed back in the equipment room.
5. When dispensing equipment to guests, kite staff are instructed to wipe down equipment prior to handing over to guests.



Kite School Area

1. Kite staff are required to wear a mask while attending to guests at the equipment room.
2. Guests who are waiting to be attended to at the equipment room are requested to maintain 6-foot distance while waiting to be served. Signs have been placed to identify the best place to form a line to maintain the appropriate distance while waiting to be served.
3. Hand sanitizer is available at the equipment room for guests as well as for kite staff.
4. Equipment is cleaned and sanitized after every use, prior to being placed back in the equipment room.
5. When dispensing equipment to guests, kite staff are instructed to wipe down equipment prior to handing over to guests.



Yoga Platform

1. The yoga platform is managed with the same strategy for distancing guests at least 6 ft. apart when attending yoga classes or when guests are using the yoga platform independent of formal yoga classes.
2. Yoga classes are managed to a maximum capacity that allows for the appropriate 6 ft. distancing.
3. Guests are encouraged to use their personal yoga mats when possible.
4. Yoga mats provided by The Lodge are cleaned and sanitized after every use before placing them back into storage.
5. Lodge staff are instructed to wipe down Lodge mats prior to delivering them to guests.



Beach/Dock

1. The beach and dock are groomed every morning prior to when guests typically arrive to use the facilities.

2. Each morning the beach and dock are inspected to ensure that no service items from the kitchen, bar or laundry remain from the prior day.
3. Beach chairs are re-arranged each morning to accommodate small groups of no more than 3 persons and will be spaced at least 6 ft. apart on the beach.
4. Beach chairs are wiped down each morning prior to guests arriving to the beach.
5. If groups of more than 3 guests request to be seated together on the beach, Lodge staff are instructed to assist with repositioning of the chairs in a manner that maintains 6 ft. distancing between groups.
6. Lodge staff are observing when guests leave their beach chairs permanently and have been instructed to wipe down the chairs and to reposition them into the original groups of 3.
7. Use of the dock is managed to accommodate small groups that are able to maintain 6 ft. distance between groups, or to limit use to any single group that is 6 guests or more.
8. Beverage and food service is available on the beach following similar procedures as the restaurant.