



DREAM

HOTELS & RESORTS

STAYSAFE PROTOCOLS

WHAT WE ARE DOING TO KEEP OUR GUESTS & STAFF SAFE

With our hotels, resorts and lodges re-opening their doors, we recognise that COVID-19 has required all of us at Dream Hotels & Resorts to be more mindful as we go about our day-to-day operations.

During your stay at any one of our properties we will do our utmost to make you feel relaxed and well-taken care of, but please be aware that you will encounter a few procedures that will feel quite different to our typical hospitality standards.

As we slowly find our feet again with lockdown gradually scaling back, it remains our responsibility to ensure the safety of our staff and guests and we will continue our deliberate and cautious efforts to contain the potential spread of the virus.

Our teams on the ground will be making sure that we meet the latest guidance from the CDC and WHO on hygiene and cleaning and that we are still abiding by the principles of social distancing.

To get an idea of the procedures we are implementing at our properties, here is a general guideline:





GUEST TRANSPORT

- All drivers will wear masks and where possible, the driver section will be segregated with a temporary plastic or transparent sheet.
- Drivers will be instructed to limit conversation.
- Sanitisers will be made available for all guests before entry into vehicles.



ENTRANCE

- Our staff have been trained on best hygiene practices and hand sanitiser will be available throughout our resorts along with dedicated sanitation stations.
- Temperature screening is available to guests on request.



LUGGAGE HANDLING

- All luggage will either be sprayed with a disinfection spray after off-loading or wiped with a minimum of all handles and corners carefully wiped with surface sanitiser.
- Although not part of our usual norms, guests will have the option to handle their own luggage.
- Depending on the property, luggage can also be placed on a porter trolley by guests and offloaded by them in the room to minimise touchpoints.



RECEPTION

- Reception screens will be installed and masks will be worn by all staff.
- All reception desk areas will be wiped down at regular intervals.
- For all pre-booked guests, all check-in formalities should be completed online to reduce contact and time at the front desk.
- Separate areas will be made available should there be a risk of overcrowding.
- Social distancing guidelines will be created on all floor areas to ensure compliance.
- All keys and/or key cards will be sterilised and placed in a sealed envelope ready for collection on arrival.





POOL, BEACHES & GYM AREAS

- Seating shall allow at least six feet of separation between groups of guests.
- Gym equipment will be sanitised regularly, and sanitising stations will be made available.



PUBLIC SPACES & COMMUNAL AREAS

- We aim to operate a guest experience with space which means that we will be limiting the amount of staff and guests in all communal areas according to government regulations.
- Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



LIFTS

- Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.



GUEST ROOMS & HOUSEKEEPING

- Limited service, non-service or additional daily service will be available at your request.
- In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested to comply with safety protocols.
- Cleaning and disinfecting protocols will require that attention be paid to high-touch, hard nonporous items:
These include television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.
- No turn down services will be available to facilitate minimal contact.
- Linens, towels, and laundry shall be washed in accordance with CDC guidelines.
- Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.
- Housekeeping trolleys will be sanitised before and after shifts.
- Whenever possible, disposable equipment will be used and mops with disposable covers will be available.



RESTAURANTS & DINING

- Traditional buffet service shall be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently.
- Individually plated meals, a la carte menus, in-room and outdoor dining options will be available, weather permitting.
- The number of tables will be reduced and dining tables will be spaced accordingly.
- Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, serviettes, etc.
- For certain segments, the use of pre-packaged foods and 'grab & go' items shall be the preferred method of food delivery.
- Traditional room service shall be replaced with a no-contact delivery method.



ACTIVITIES & GAME DRIVES

- Depending on the property, only select facilities will be operational.
- All equipment utilised during resort activities will be sanitised and disinfected accordingly with some activities will be halted altogether.
- At our game lodges, we will allocate a minimum number of guests on all guided drives.



MEETING & CONVENTION SPACES

- Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations.





SELF-ISOLATION ROOMS

- Separate isolation rooms have been set up at each property in the event of a suspected COVID-19 case, both pre- and post-testing, should guests wish to remain on site.



ROOM RECOVERY PROTOCOL

- In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilising EPA approved products within CDC guidelines



EMERGENCY MEDICAL PROCEDURES & PARTNERS

- A clear procedure has been defined with our local medical emergency partners, which provide 24-hour emergency assistance at each of our properties on what to do in the event of a suspected case



BACK OF HOUSE HOTEL OPERATIONS

Staff will be tested regularly with a forehead thermometer at all our resorts.



SIGNAGE

- Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit.
- Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.



TRAINING

- All employees shall receive COVID-19 safety and facility sanitation protocols training recommendations from the CDC.
- More comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Door/Bell Services, and Maintenance.



GOOD HYGIENE & CLEAN HANDS

- If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing.
- Employees shall wash their hands for at least 20 seconds, or use sanitiser when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift.



PERSONAL PROTECTIVE EQUIPMENT

- CDC recommendations along with local government regulations shall dictate appropriate PPE to be worn by employees.
- PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request. Please refer to OSHA for more information.

The actions we take now will be measured and are likely to be improved and adjusted as we continue a phased recovery of activity according to government updates.

Whichever Dream Hotels & Resorts property you choose to visit, know that we are waiting with open doors and open hearts to serve you.