



BAHA  MAR[™]
NASSAU, BAHAMAS

OUR COMMITMENT TO
YOUR WELLBEING



Our unwavering commitment to the health and safety
of our guests and team members.

Baha Mar's commitment to creating a safe and clean environment for our guests and associates is stronger than ever. As we prepare to once again welcome guests to our property, we have spent countless hours devising a robust approach to housekeeping, engineering, food safety, staff training, and capacity controls that we hope will bring every guest the peace of mind they deserve.

As we move into this new chapter, we have reimagined our guest experience, seamlessly incorporating necessary safety measures while continuing to create the spectacular experiences Baha Mar is known for around the world.

The guest journey begins with the option of a private airport transfer in a luxurious, sanitized vehicle. Friendly associates trained to minimize physical contact greet each arrival, offering the same high level of service, with an added layer of safety. Heightened food safety measures, digital ordering, no-touch wristband payments, and extensive al fresco dining options from renowned chefs make for relaxing and carefree meals. Outside in the sunshine, there is more to enjoy than ever, from open-air fitness classes, to water sports, golf, tennis, spacious poolside lounge areas, and of course, the pristine white sands of beautiful Cable Beach.

Day and night, our housekeeping and engineering staff will be working behind the scenes to keep the public areas, casino and rooms spotlessly clean and sterilized using new tools and protocols designed for the new era.

We can't change the times we're living in, but we can create a much-needed escape for our guests. At Baha Mar we are committed to creating an environment where each visitor can simply relax and let their cares float away, knowing their safety and wellbeing are in expert hands.

With our best wishes for a Spectacular stay,



Graeme Davis
President, Baha Mar

OUR COMMITMENT TO YOUR WELLBEING

Baha Mar's commitment to creating a safe and clean environment for the wellbeing of our guests and Associates is stronger than ever. As we prepare to once again welcome guests back to our property, we have spent countless hours devising a robust approach – in accordance with information supplied by the Office of the Prime Minister - The Bahamas (OPM) and Center for Disease Control and Prevention (CDC) – to housekeeping, engineering, food safety, staff training, and capacity controls that we hope will bring every guest the peace of mind they deserve.

Our Commitment covers all brands at The Baha Mar Resort, including The Grand Hyatt, Rosewood Baha Mar, The SLS Hotel, Melia and the Baha Mar Resort Casino.

WELLNESS INITIATIVES

Some of the initiatives we have implemented in an effort to promote and protect your wellness:

Pre-Arrival

Your journey begins with the option of a private airport transfer in a luxurious, sanitized vehicle. Your driver will observe safe distancing practices and will wear a mask and gloves during the short ride to Baha Mar.

Arrival

Upon arrival, our friendly associates have been trained to minimize physical contact when greeting you upon your arrival and check-in. We will continue to maintain our high level of service, but now with an added layer of safety. Should you choose, protocols are in place for disinfecting and cleaning your luggage.

Personal Care Amenity Kit

For your safety and convenience, there will be a "personal care" amenity kit with hand sanitizer, disinfecting wipes, gloves and a personal face mask placed in every suite. Masks will also be provided for use at the Fitness Center.

Rooms and Suites

Our Associates have been trained in elevated cleaning protocols, with extra attention being paid to all high-touch areas. Our new in-room protocols include area-designated microfiber cloths in combination with hospital-grade disinfectant and anti-bacterial cleansers.

[Read More](#)

Food and Beverage

Menus have been modified to decrease risk. Team Members working in food service have received training on enhanced sanitation, safe food preparation techniques, PPE, and physical distancing.

[Read More](#)

Your Personal Space

Guests are asked to practice physical distancing by using floor markers while standing in queues, using elevators, or moving around the resort. Pool, beach and restaurant seating will be spaced to provide appropriate distance between guests.

[Read More](#)

Public Space

The frequency of cleaning and disinfecting has been increased for all public surfaces. Front-of-house restrooms are sanitized at least once an hour and are equipped with automatic toilet flushers, faucets and soap dispensers.

[Read More](#)

Casino

Our casino associates have been trained in new protocols for the safe-handling, and proper precautions, for gaming. We will also utilize dedicated staff to disinfect our casino areas around the clock, including table game areas, slot machines, electronic kiosks, and chairs.

[Read More](#)

Cleaning Technology

Sprayers will be utilized to apply hospital-grade disinfectant on high-touch surfaces during off-peak hours including hotel lobbies and shared areas, convention and meeting spaces, and guest service areas.

[Read More](#)

Royal Blue Golf

Our seasoned staff and award-winning course is prepared to provide you a spectacular day on the links. Feel free to make your reservation online before or during your stay. Should you choose, our meticulously cleaned carts are available, as is our world-class club rental program.

Racquet Club

Our Pros are prepared to provide lessons and training using enhanced protocols designed to make your time on the court as safe as possible, while getting the training you desire. From ball pickup, to reimagined drills, to managing safe distancing, we are ready to see you on the court.

Explorers Club for Kids

The club's one-of-kind experiences have been reimagined with extra attention and safeguards like: strategically designated personal space, enhanced hygiene protocols, and revised programming to add an extra layer of safety specifically designed for our younger guests.

OUR PROTOCOLS

To decrease risk and enhance safety for visitors and our Associates, we use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria, and other airborne and blood-borne pathogens. We have increased our routine environmental cleaning and adhere to the recommendations set forth by the CDC. Disinfectants are applied during cleaning of our rooms and suites, restaurants, bars, public spaces, meeting rooms, and other areas.

YOUR PERSONAL SPACE

We have implemented new protocols throughout our resort to safeguard **Your Personal Space** including the below:

Personal Protective Equipment (PPE)

Guests will be strongly encouraged to wear personal face masks and gloves while visiting the resort. Masks that obscure the entire face are prohibited. We provide a personal face mask for each of our registered hotel guests. In every room and suite, guests receive a Baha Mar "personal care" amenity kit with hand sanitizer and a personal face mask.

Physical Distancing

Guests will be asked to practice physical distancing by using the floor markers while standing in queues, using elevators or moving around the resort.

Guest Queuing

All areas where guests queue are marked to indicate proper distancing, including front desks areas, elevator lobbies, casino, all restaurants and bars, and taxi lines.

Hotel Guest Elevators

Signs will be placed in every elevator lobby to remind guests of the suggested limit of guests per elevator.

Restaurants and Bars

All restaurants and bars have reduced seating to allow for appropriate physical distancing between guests.

Meeting and Convention Spaces

Meeting and banquet rooms are arranged to allow for appropriate physical distancing between guests in all meetings and events.

Casino

Guests may not congregate around slot machines, table games, or at The Sports Book. The number of positions around our gaming devices and tables has been reduced to permit proper physical distancing.

Beach and Pools

Seating is configured to allow for at least six feet of separation between every family or couple.

Heart of House

Physical distancing protocols are used across Heart of house areas.

Emergency Medical Technicians

Baha Mar maintains a 24-hour emergency medical team and clinic on property to handle any health concerns that may occur. This team operates under the guidance of a certified Medical Doctor.

WELLNESS PROTOCOLS

Rooms and Suites

Our cleaning and disinfecting protocols have been carefully updated. Disinfectants are used to thoroughly clean & sanitize guest rooms and suites and all their contents. In addition, we continue to wash all linen at a high temperature and with appropriate cleaning products to attempt to eliminate any possible viral and bacterial pathogens. All our Laundry processes are based on CDC guidelines.

Food and Beverage

The Baha Mar Resort meets regulatory food safety guidelines. In response to the current situation, menus for events, buffets, bar, pool, and banquet presentations have been modified to reduce risk. Additional training for appropriate Team Members in food, beverage, pools, events, and banquets covers strict cleanliness, sanitation, food preparation techniques, PPE, and physical distancing awareness.

Public Spaces

The frequency of cleaning and disinfecting by dedicated staff has been increased for all public spaces surfaces including, but not limited to, Reception counters, Concierge desks, business centers, elevators buttons, door handles, public restrooms, guest room/suite door locks, electronic kiosks, escalator and stair handrails, casino cashier counters, gaming machines, gaming tables, dining surfaces, and restaurant menus. Front-of-house restrooms are sanitized at least once an hour, which includes wiping down counters and stalls. Meeting and convention spaces, casinos, restaurants and bars, retail outlets, nightlife venues, and entertainment venues each have area-specific cleaning guidelines and protocols that meet all local or national authority recommendations.

Touchless hand sanitizing stations are readily available throughout the resort. Located at key areas such as entrances, reception areas, hotel lobbies, casino floor, casino cashiers, electronic kiosks, restrooms, meeting and convention spaces and elevator landings.

Pools and Beach

Chaise lounges will be spaced to meet suggested physical distancing recommendations. Pool associates will assist guests with the placement of chairs, tables, and umbrella stands. Chaise lounges and side tables will be sanitized after each guest departs.

Cabanas will be sanitized after each guest use, with special attention to particularly high touch surfaces.

Meetings and Conventions

We have implemented several new protocols to ensure a flawless meeting experience. Although these guidelines will continue to evolve, interim changes include the following highlights:

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will create compliance with physical distancing recommendations from the Office of the Prime Minister of The Bahamas.

- Hand sanitizer dispensers will be placed at each meeting room in use. Additional dispensers will be deployed throughout exhibit hall and other front-of-house areas.
- Sprayers will be used to disinfect many meeting services spaces including business center, sidewalks and drop-off/pick-up waiting areas, front entrance, halls, lobbies, stairwells, mezzanine, heart of house, etc.
- Revised third-party vendor and contractor guidelines will require new protocols and procedures be followed.
- A team of certified Emergency Medical Technicians (EMTs) continue to offer service to the entire resort.
- Site inspections will be conducted in compliance with all established protocols.
- Banquet service standards have been revised, including operational and sanitation procedures for items like linen and silverware.
- Menu tastings will be conducted in compliance with all established protocols.

Casino

We will frequently clean and disinfect our casino areas, including table game areas, slot machines, electronic kiosks, and chairs. Cleaning protocols are also in place to address the ongoing sanitation of all gaming equipment and devices.

In addition, slot machines and chairs are arranged to allow for appropriate distancing, and table games have a maximum number of chairs per table, under current guidelines. Limits are currently three players per blackjack table, six players per craps table, and three players per roulette table. Also per these guidelines, guests will be asked not to congregate around slot machines, table games, or at the SportsBook.

Disinfectant Stations

Touchless hand sanitizer stations are available throughout our Casino and related gaming areas.

Air Conditioning

Throughout the resort, the frequency of air filter replacement and HVAC system cleaning has been increased. We now use hospital-grade HEPA filters. In addition, we have maximized our fresh-air intake to increase external air flow into the building.

Our Cleaning Technology

We are utilizing the latest technology to create a sanitary environment. Electrostatic sprayers, fogging machines, and steamers will be utilized to apply hospital-grade disinfectant on high-touch surfaces during off-peak hours including hotel lobbies, public spaces and many offices. These machines are also used in the convention center, and to disinfect guest services spaces. At Baha Mar, we are using EPA registered products based on CDC guidelines.

ASSOCIATES' PROTOCOLS

To help protect the health and safety of our Associates (as well as our guests), we have implemented the following throughout our resort:

Greeting

All Baha Mar associates have been trained in a universal greeting and not to offer a handshake.

Additional Training

All Baha Mar Associates will receive additional training on safety and sanitation protocols, as well as more comprehensive training for our teams with frequent guest contact including housekeeping, food & beverage, public areas, hotel operations and security. Associates are reminded to stay home if they do not feel well. Associates are also instructed on proper procedures if they notice a coworker or guest with flu-like symptoms.

Heart of House

The frequency of cleaning and disinfecting has been increased in "heart of house" back areas with an emphasis on Associate dining areas, Associate entrances, uniform rooms, restrooms, offices, kitchens, security scanning podiums, service desks, and training classrooms.

Personal Protective Equipment (PPE).

Appropriate PPE will be provided to be required to be and worn by all Associates based on their role and responsibilities, and in adherence to applicable regulations and guidance. Gloves will be provided to employees whose responsibilities require them, including housekeeping and public area attendants and security officers in direct contact with guests. Mandatory additional training on use and disposal of all PPE will be provided.

Shared Equipment

Shared tools and equipment will be required to be sanitized before, during and after each shift or when the equipment is transferred to the next Associate. This includes phones, radios, computers and other communication devices, payment terminals, kitchen tools, engineering tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the resort.

COVID-SPECIFIC PROTOCOLS

Case Notification

The Baha Mar Resort has on staff certified Emergency Medical Technicians (EMTs), available 24 hours a day. If we are alerted to a suspected case of COVID-19 at the resort, the guest will be directed to appropriate medical care by our EMTs, who will follow the direction of local health authorities. We will conduct an additional cleaning and disinfecting of areas that the guest has been in.

Guest Room/Suite Protocol

In the event of a guest with a confirmed case of COVID-19, the guest room/suite will be removed from the inventory to undergo a specific cleaning protocol. The guest room/suite will not be returned to service until the room is deemed safe, consistent with the guidance of local health authorities. Similar recovery protocols address Team Member offices and work areas.

THE BAHA MAR FOUNDATION INITIATIVES

The Baha Mar Foundation continues to support a number of local charities that have been involved in the feeding those in need as part of our mandate during these uniquely challenging times. We continue to be sustainable and use a combination of eco-label products across the resort in all areas.



FOR MORE INFORMATION

Your health and safety is our top priority. If you have specific questions about these procedures and protocols, please direct inquiries to our Resort Services team via email at info@bahamar.com