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SANDALS® RESORTS | THE BRAND YOU CAN TRUST

PLATINUM PROTOCOLS OF CLEANLINESS

Additional protocols and guaranteed cleanliness standards to ensure heightened health and safety measures for guests seeking peace of mind in the Caribbean.

SANDALS

Book With Confidence

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CLEANLINESS AND SAFETY HAVE ALWAYS BEEN PRIORITY #1:

For nearly 40 years, Sandals has adhered to the highest standards of cleanliness and safety protocols. Our resorts have always been scrupulously cleaned and sanitized every hour of every day. But now more than ever, our existing industry-leading practices are being enhanced to include several pre-emptive cleanliness measures, guaranteeing guests the peace of mind to enjoy their vacation with the utmost confidence.





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WE'RE PRUDENT ABOUT PREVENTION

Prevention is the key to safeguarding the health of our employees and guests. We long ago developed a sophisticated approach to preventing the spread of illnesses at our resorts under the guidance of medical professionals, the Centers for Diseases Control and Prevention (CDC), World Health Organization (WHO), and the local Ministries of Health in each country we call home. We have dedicated Quality Inspection Teams and environmental health and safety managers at all of our resorts to make sure every procedure is in place to protect every guest and team member. That even extends to our supply chain. Our resorts have always been equipped with full-service medical stations staffed daily with a registered nurse and 24/7 on-call medical personnel, but we've upgraded these facilities to include the appropriate equipment and supplies needed to address new protocols.





We have undertaken a thorough research assessment of all points of guest contact throughout our resorts and this has enabled us to focus on integrated advanced hygiene practices at over eighteen key touch points including:

- 1 **Arrival at our Airport Lounges**
- 2 **Guest Transfers to our resorts**
- 3 **Food & Beverage Outlets**
(Dining, Dining Rooms, Bars, Kitchens)
- 4 **Housekeeping & Laundry**
- 5 **Elite Services**
(Butler Service, Club Sandals, Concierge)
- 6 **Maintenance**
- 7 **Resort Activities**
(Aqua Center, Dive Boats, etc.)
- 8 **Guest Rooms**
- 9 **Elevators**
- 10 **Swimming Pools and Spa Jacuzzi's**
- 11 **Team Members Access Points**
- 12 **Fitness Centers**
- 13 **Bathrooms**
- 14 **Suppliers & Receiving**
- 15 **All Public Areas**
(Resort, Beach, etc.)
- 16 **Back of House Areas**
(kitchens, store rooms, offices, etc.)
- 17 **Red Lane Spa**
- 18 **HVAC Systems**





This all-encompassing approach starts from the moment guests arrive, through to the entire on BOOK NOW (/BOOK-NOW/?
experience up until our farewell. REFERENCE=OBE&ISMOBILE=FALSE)

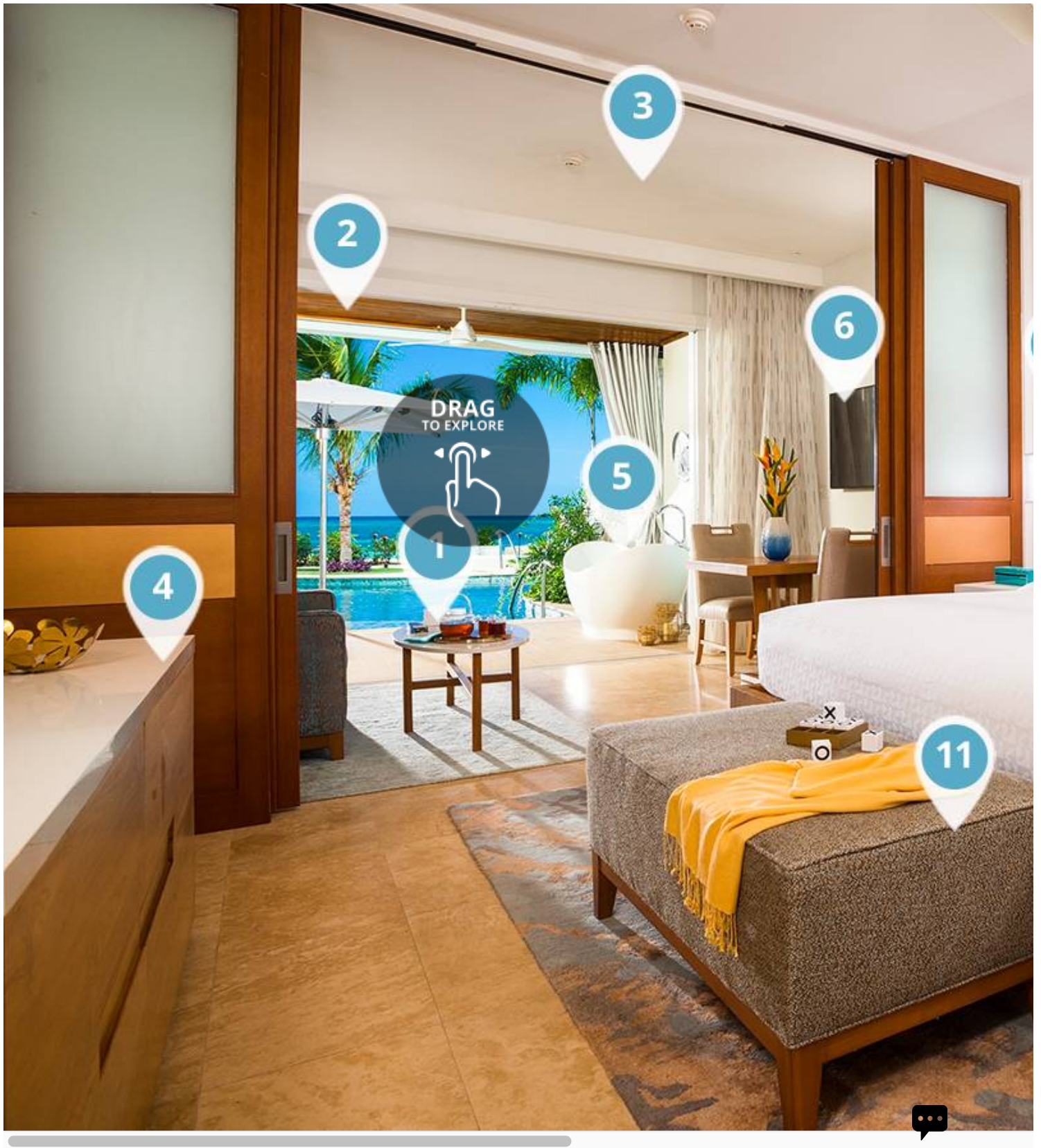
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SUITES CLEANING TOUCH POINTS

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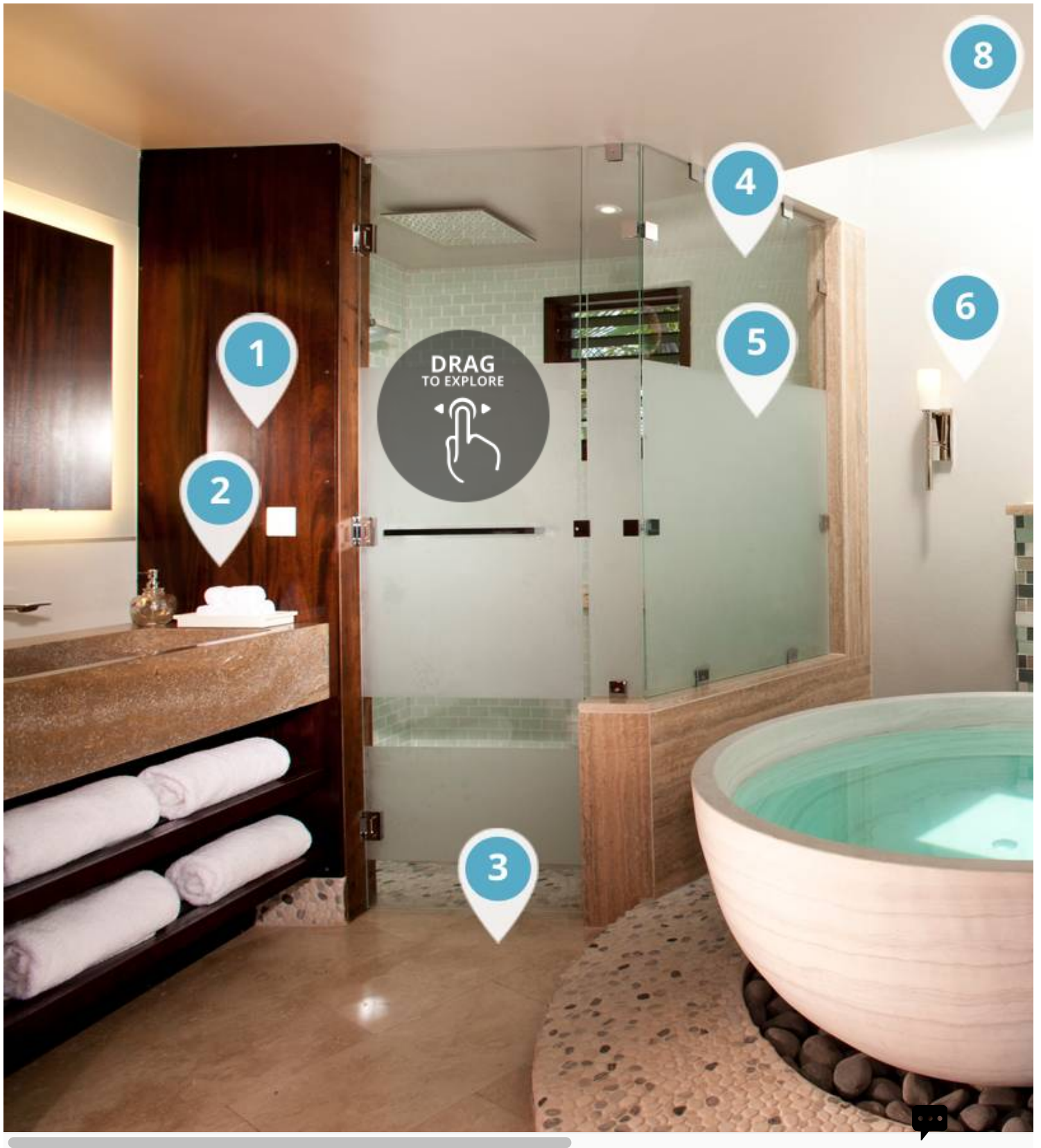
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Adherence to a triple check cleaning system:

- 1 **IN-ROOM BARS & COFFEE TEA STATIONS** | Clean and disinfect including refrigerator and microwave
- 2 **ALL CLOSET ACCESSORIES** | Cleaned and disinfected daily
- 3 **AIR DUCT** | Sanitization for each arrival
- 4 **HARD SURFACES** | Clean and disinfect with the approved multipurpose cleaner and disinfectant
- 5 **TUB** | Clean and disinfect with hospital grade disinfectant
- 6 **TELEVISION & ALL ELECTRONICS** | Cleaned and disinfected
- 7 **UV LED LIGHT** | Used to validate cleanliness
- 8 **BED FRAME & FURNITURE** | Clean and disinfect daily
- 9 **PLACEMENT OF ANTI-BACTERIAL GELS AND SOAPS**
- 10 **CARPETING AND FLOORS** | Swept, steamed and sanitized daily
- 11 **SOFT FURNISHINGS** | Washed and steam cleaned with handheld steamer
- 12 **BEDDING & MATTRESS** | All bed linen is laundered and changed daily. Use of mattress and pillow protectors







BATHROOM CLEANING TOUCH POINTS

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Adherence to a triple check cleaning system:

- 1 **HAND SANITIZERS FOR ALL GUESTS UPON ARRIVAL**
- 2 **PLACEMENT OF ANTI-BACTERIAL GELS AND SOAPS**
- 3 **FLOORS** | Swept, steamed and sanitized daily
- 4 **ELECTRICAL AEROSOL SPRAYERS** | For advanced cleaning
- 5 **SHOWER** | Clean and disinfect shower walls, faucets, floor with the approved multipurpose cleaning and disinfectant
- 6 **UV LED LIGHT** | Used to validate cleanliness
- 7 **TUB** | Clean and disinfect with hospital grade disinfectant
- 8 **AIR DUCT** | Sanitization for each arrival
- 9 **HARD SURFACES** | Clean and disinfect with the approved multipurpose cleaner and disinfectant

NEW WAYS WE'RE SAFEGUARDING YOUR STAY

Our new **Platinum Protocol of Cleanliness** encompasses added health and wellbeing requirements across all points of contact at every resort, including common areas, all restaurants and kitchens, bars, guest rooms, activities, fitness centers, spas, and includes all behind-the-scenes operations. We're leaving no stone unturned as we prepare to welcome guests back to the beauty and warmth of the Caribbean in a friendly, clean and, most importantly, safe environment.



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EXCLUSIVE PRIVATE AIRPORT LOUNGES

As part of the five-star luxury experience, Sandals guests are never left to fend for themselves in crowded airports. Every guest is given access to the private lounge reserved for Sandals and Beaches guests only. Upon entering, guests will be given a dollop of hand sanitizer, complimentary mask and gloves and a cool drink in luxurious surroundings.

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AIRPORT TRANSFERS:

Sandals only uses private transfers for all guests. We have reduced the number of guests transported in every type of vehicle to ensure proper social distancing. In addition, every driver will be wearing a mask and gloves and will be provided with sanitizer for use by each guest. Vehicles will also be re-sanitized after every trip.

PRECAUTIONARY TEMPERATURE CHECK AT CHECK-IN:

Guests' temperatures will be checked upon arrival to the resort as a precautionary measure. Temperatures exceeding 99.5F/37.5C will be considered out of range. Additional temperature checks may be done at the guest's request or advice of the nurse on duty for the duration of stay.



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NEW AT-HOME TO IN-ROOM CHECK-IN

Guests can now check-in online, letting them skip the front desk and go directly to their room. As always, a refreshing welcome cocktail and personal anti-bacterial hand towel will be waiting for them, and now they'll have individual in-room hand sanitizers, too.

NEW CERTIFIED SANDALS SANITIZED GUEST ROOMS

Sandals is introducing even more robust housekeeping measures to ensure a hospital-grade, sanitized environment according to the strictest protocols. All linens will be cleaned every day, and all mattresses and pillows will have protectors that will be disinfected daily. After every room is thoroughly cleaned, the door will be locked, and a seal will be placed between the door and the casing to certify that no one else has entered until the guests arrive. Accompanying bellman and/or butler will respray and disinfect both the inside and outside of door handle with disinfectant upon leaving the room.

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A TRIPLE-CHECK SYSTEM FOR CLEANING AND SANITIZATION



we've always paid attention to the details, now each and every area of our resorts will be thoroughly cleaned and sanitized on an ongoing basis with a minimum of three

(1). inspections daily. All public restrooms will be cleaned, sanitized and inspected on the half hour. And all restaurants will have a host providing hand sanitizer to guests before entering.

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PHYSICAL DISTANCING PRACTICES

Sandals has always been about romance, and that means our guests have the space to feel like it's just the two of them, alone together. Many of our restaurants are open-air and bring in fresh breezes from the ocean. And now we're introducing new ways to encourage our guests to maintain safe social distancing while still providing a relaxing resort experience. This includes:

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BARS

- All Team Members will wear gloves and protective face masks

- All bottles, bar equipment, beer taps and soda dispensers will be sanitized



KITCHENS

- All Team Members will wear face masks and gloves.
- All food preparation and storage surfaces will be sanitized regularly throughout the day

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DINING ROOMS

- All Team Members will wear protective masks and gloves
- All frequently used machines, such as coffee, popcorn, ice cream, cookie jars, etc., will be cleaned and sanitized according to triple-check protocols.

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IN-ROOM DINING

- All equipment will be sanitized prior to assigning for the shift
- Overnight servers will wear gloves to collect the door hanger menus, copy them onto an order pad and discard the door hanger menus

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AQUA CENTERS, DIVE BOATS & SNORKEL BOATS

- Countertops, pens, clipboards, picnic benches to be sanitized after each use
- Weight belts, regulators and dive masks to be left in sanitization bucket onboard after use

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Sandals POOL/BEACH AREAS

5-STAR LUXURY INCLUDED RESORTS

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- Water quality tests to be conducted for all pools, Jacuzzi®, hot and cold tubs, in accordance with a triple-check system, every hour throughout the day
- Pool chairs will be sanitized every morning before use, and again after guest changeovers, and will be separated according to physical distancing guidelines at six feet apart or greater

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ALL LAND SPORTS (INCLUDING GOLF)

- All team members facilitating activities will be required to wear protective gear including mask and gloves.
- Social distancing of 6 feet will be maintained and guided by floor markers

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- Guests' temperatures will be checked prior to treatment as a precautionary measure
- Washing and rinsing of glasses and utensils will be done in a professional grade dishwasher

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SAFETY THAT SPANS TO EVERY STAFF MEMBER

We're setting an even higher baseline for good health with new requirements for all staff members.

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SUPPLIER-HELD STANDARDS

Even our vendors, suppliers, and partners will be held to the new Platinum Protocol of Cleanliness by:

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