



**BONAIRE PROTOCOL COVID-19  
FOR OUR VISITING GUESTS**



## Foreword

### Bonaire Awaits You

Over the course of the years, Bonaire's tourism has become one of the major industries of the island. With visitors coming from different countries around the world, we have had the pleasure to introduce them to our unique and unforgettable culture, nature and people. Safety and sustainability of our natural resources and our community, have consistently been part of our values.

While the world is changing around us to adapt to the challenges that COVID-19 presents, there are some things on the island of Bonaire that remain the same, such as our dedication to protecting nature. We continue our practices to protect our coral reefs, beaches, marine and land wildlife. Bonaire will continue to be a world leader in sustainable growth as we champion being the world's first Blue Destination. Becoming a Blue Destination is aligned with Bonaire's culture, history, and the heritage of people who have embraced and protected the ocean.

Bonaire is working hard to navigate these uncharted waters in order to ensure that every person on our beautiful island is safe and healthy. We are implementing all necessary safety precautions and protocols in order to welcome our first guests soon. During the COVID-19 pandemic, hotels, restaurants and other service industries on Bonaire, have made the effort to reform and refine their practices, to be aligned with the new industry and social norms.

We hereby present our tourism related guidelines in line with the Government guidelines, that include hygiene, cleaning and workplace protocols. Please, check the crisis website of the Public Entity Bonaire [www.bonairecrisis.com](http://www.bonairecrisis.com) for updated information. Also, check our Facebook page Bonaire Tourism and our website [www.tourismbonaire.com](http://www.tourismbonaire.com) for updated information. For additional information, please visit the Facebook page or website page of your preferred hotel, restaurant, car rental, dive operator and casino. In addition, please keep in mind that this is a 'living' document, which is subject to changes as a result government and/or health authorities issuing new directives or guidelines. The version of this document is dated November 11<sup>th</sup>, 2020.

Bonaire's beauty awaits you. We are looking forward to greeting our ambassadors and future visitors "Bon Bini na Boneiru!"

Once a Visitor, Always a Friend!

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## Before You Travel

- **Please postpone your stay if you have symptoms suspect for COVID-19 or if you have been in contact with a person with or suspect for COVID-19 in the 14 days prior to arrival.**
- By traveling to Bonaire, every traveler is aware of the fact that all costs, resulting from a possible covid-19 contamination observation on Bonaire, are for the responsibility of the traveler. (such as, but not limited to, medical costs, quarantine and / or isolation costs, longer stay).
- All tourists traveling to Bonaire are recommended to take care of their travel insurance, including COVID-19 coverage.
- All tourists, with the age of 13 years and older, traveling to Bonaire are required to take a PCR-test maximum 72 hours before traveling, for the health of the travelers and the population of Bonaire, and only travel to Bonaire with a negative result.
- All tourists traveling to Bonaire will need to complete and sign a health declaration, this can be downloaded on <https://bonairepublichealth.org/en/form>
- Tourists and guests should be made aware of local public health measures and specific measures that have been put in place in an establishment.

## On The Flight To Bonaire

Please always check the policies of the specific airline you are flying with, with respect to for example:

- Required forms
- Face masks
- Physical distancing;
- Minimal contact with cabin crew.

## Arrival and Departure at Bonaire International Flamingo Airport:

For updated travel information, please visit Bonaire International Airport website.

*[www.bonaireinternationalairport.com](http://www.bonaireinternationalairport.com)*

## Transportation With Buses

- Shuttle buses and tour buses are mandated to register the passengers' name and hotel.
- Keep 1.5 meter distance between the driver and the passengers. If this is not possible: driver and passengers are required to use non-medical face masks.
- Passengers are required to wear mask.
- Before entering the bus, all passengers must wash their hands with water and soap or use hand sanitizer.
- Hand sanitizer machines or spray bottles are present in each bus.
- Seats are assigned to the passengers.
- Passengers should enter the bus from 1 side and should be seated in an orderly manner to minimize them passing each other.

- The bus should be ventilated continuously, by keeping the ventilation system on and by keeping the windows open if possible.
- Frequently touched surfaces should be cleaned with water and soap or cleaning wipes in between trips.
- Standard procedures for bus cleaning at the end of each day.

## Taxi Services

- Travel alone by taxi, or with members of the same household.
- A partition between the taxi driver and the passenger seats can be installed or the passengers and driver are required to use non-medical face masks.
- The driver will keep distance from the passengers.
- The passengers need to get in and out of the car by themselves.
- The passengers will sit in the back seats.
- The passengers should put on their own seatbelts.
- Passengers should load and unload their own luggage.
- If passengers need help to load or unload luggage: ask a member of the household to do this. If this is not possible, the driver can assist and wear disposable gloves (keep in mind social distancing). After taking off gloves, hand hygiene (washing with water and soap or hand sanitizer) will be applied.
- The vehicle is kept clean with water and soap or cleaning wipes: the personal space of the customer is cleaned in between each ride (door handles, arm rests, seatbelt, head rest, ATM-machine if present).
- After cleaning: taxi driver should wash hands with water and soap or use hand sanitizer.
- The driver must check in at the front office of the hotel and register the name of the passengers and name, phone number of the taxi driver. This to notify the taxi driver in case of contact tracing.

## Car Rental Services

Please always also check the policies of the car rental company you booked your car with.

- Customers should be instructed on how to clean the vehicle before delivering it back to the rental company. Cleaning of the inside with water and normal detergent or cleaning wipes, with extra attention for frequently touched surfaces.
- Before renting the car out to the next customer, the cars will be ventilated and the rental agent repeats the cleaning of frequently touched surfaces.
- Visible signage at rental office & in the vehicle outlining the cleaning process;
- Visible signage of compliance of hygiene standards approved by health authority.

## Accommodations

Please always also check the policies of the accommodation you are staying with.

- Hand soap, all-purpose detergent and disposable wipes will be provided in the guest rooms.
- Only authorized taxi and tour busses or those booked by the hotel are allowed on the premises.

- Upon departure, guests are explicitly requested to immediately notify the place of accommodation if they obtain a positive test result for COVID-19 within 14 days following departure.
- Your contact details (mobile phone number and e-mail) need to be made available to the establishment in case they are needed for contact tracing. These details will be kept for 14 days following your departure.

## Food & Beverage

Please always also check the policies of the location you are visiting.

- Employees should wash their hands at least once per hour or more often if necessary.
- Guests who enter the restaurants, either wash their hands with water and soap or use hand sanitizer.
- All tables and chairs are cleaned in between seating.
- Hardcopy menus must be cleaned after every use.
- Restaurants should take necessary measures to guarantee social distancing.
- Sneeze and cough screens should be present at all open food displays.
- As little as possible items should be placed on guest tables to allow for effective cleaning in between each guest, including condiments, silverware, glassware, napkins, etc.
- All equipment should be cleaned prior to assigning for the shift.
- Where possible, food should be served to the customers instead of self-service at a buffet. If serving food at the table is not possible, then hygiene measures should be enhanced: guests should use hand sanitizer on entry of the restaurant, before visiting the buffet and after having served themselves at the buffet. Ensure social distancing at the buffet.
- Apartment hotels with their own kitchenette can have hotel staff deliver groceries if wished.
- All food and beverage items to be individually plated and served, unless served to a family or a couple.
- During coffee breaks and meetings, coffee and other items need to be attended and served by a server.

## Dive Operations

Every Dive shop has their own specific covid-19 protocols and work processes in place which include cleaning and hygiene protocols, the availability of hand sanitizer and personal protection materials for the staff. Please always check the policies of the dive operation you are diving with.

- Check diving & COVID-19 protocols from your diving organizations (such as PADI and Divers Alert Network), since diving is a specific activity.
- Paperwork must be completed before arrival (preferably online) and must be presented at check-in.
- Digital payments are encouraged.
- Check-in will be done in open-air check-in stations to reduce queuing.
- When checking in, one person per party checks-in the complete party. Group leaders will check in the complete group.
- Customers should be stimulated to bring their own gear as much as possible.

- Rental gear will be cleaned with water and normal detergent upon return.
- After cleaning, wash hands with water and soap. If not possible, use hand sanitizer, unless working with compressed gas, especially oxygen-enriched gas.
- Boats should be cleaned with water and normal detergent between each trip.
- Demo masks are cleaned with water and normal detergent upon return and issue.
- Appropriate distance between people is applied in all locations around the dive shop.
- Dive theory training will be done preferably by E-Learning.

## What to do when you are visiting Bonaire and suspect that you may have contracted COVID-19?

- If you are suspected for COVID-19, the establishment will activate the local action plan.
- If you are still in the facility, you will need to keep 1.5 meters distance, wear a mask, follow respiratory etiquette and hand hygiene practices and go to your vacation home / to the hotel and remain in your room.
- The department of public health will be notified during office hours. They will advise with regard to testing and further management and if necessary the relocation of the case to another isolation-location or a place of care (hospital).
- Guests (or the hotel) should call the general practitioner (or the out-of-hours GP service or Emergency Department) if symptoms worsen and medical assistance is needed.
- The department of public health will start with source- and contact tracing if a case is very suspect or when the diagnosis is confirmed through laboratory testing.
- Tourism establishments will be requested to cooperate and provide any necessary information regarding fellow guests of staff members who may have been in contact with the case from 2 days before and 14 days after the onset of symptoms.
- In case of a suspected or confirmed case was present in an indoor space, this space will be ventilated for at least 1 hour.
- While you are in your hotel room, anything you need will be delivered by hotel staff and will be put in front of the door, and they will knock on the door. Please keep a 1.5 meter distance when you opens the door.
- If items need to be picked up from the room: please put them in front of the door. Disposable gloves will be used to collect the items. The staff will wash hands with water and soap after they are finished.

**IF YOU HAVE ANY MEDICAL COMPLAINTS, PLEASE CALL THE LOCAL NUMBER 0800-0800. PLEASE DO NOT GO TO A GENERAL PRACTITIONER OR THE HOSPITAL.**