



BELMAR
Bonaire



BELMAR'S TEMPORARILY NORMAL

WELCOME BACK!

Dear guests and partners,

First of all, we hope you are all safe and looking forward to your next vacation with us. We hope the below document will ensure everybody that our guests will enjoy a safe vacation. This document is based on what we know today and that might change again tomorrow again. We will continue to monitor the latest trends and will adapt our operations and this document based on new insights and our experiences. We will make sure to make your stay as safe and hassle free as possible. Of course, this will result in new procedures and therefore we hope and ask for your understanding. Suggestions are always appreciated. We look forward to welcome you soon again! For now, stay safe.

Team Belmar



GENERAL

- Management will make sure all safety measures are carried out and will ensure compliance throughout all departments.
- Guidelines and instructions of the authorities will be followed within the whole company and at all departments.
- Everyone will refrain from handshakes, hugs and kisses (don't take it personal).
- A 1.5 m (5 ft.) distance between people applies on the whole property where possible.
- Suspected cases will be reported immediately to the local authorities to ensure proper diagnosis.
- Belmar already has strict personal hygiene rules in place and will ensure they are known and being followed.
- High contact points and surfaces such as doorknobs, handrails, counters are cleaned (more) frequently.
- Staff is provided with proper Personal Protective Equipment (PPE).
- Hand sanitizers are placed in the front office and in the locker room.
- Communication towards guests and staff will be proper and clear and signage is placed.
- Cash payments will be reduced as much as possible. Digital payments and charging on the room is encouraged.
- All public areas are being checked, cleaned and disinfected more frequently.



DIVE OPERATION

- Tank valves, weights, tools, and diver gear will be cleaned & disinfected upon return.
- Shared equipment will be cleaned and disinfected after each shift or after a change of user.
- Rinse tanks will be cleaned and emptied more frequently.
- Belmar will advise not to rinse masks, snorkels and regulators in the public rinse tanks.
- Belmar advises divers to daily rinse their equipment instead of after every dive.
- During Belmar supervised diving activities (boat dives, guided shore dives and courses) guests must be in the possession of an alternate air source. This cannot be the alternate air source and inflator hose combo or "air2".
- Divers using a long hose are recommended using their necklace as a primary air source so in case of an emergency the long hose can still be used without any risk.



DIVE OPERATION - CHECK-IN PROCEDURES

- One person per party will check-in the complete party. Group leaders will check in the complete group.
- Paperwork must be completed before arrival and must be presented at check-in.
- Check-in will be done in open-air.
- Mandatory marine park and resort orientation will be done digital, preferably before arrival.
- Buddy teams can do pre-dive safety checks, taking the 1.5-meter (6 ft.) rule in consideration based on the best practices. These best practices will be communicated throughout the dive operation and will also be send in the information package.
- Alternate air source use during all diving activities will result in a mandatory disinfect rinse of gear immediately after the dive.



DIVE OPERATION - RENTAL GEAR

- Rental gear will be cleaned with disinfectant upon return by a staff member.



DIVE OPERATION - BOAT DIVING

- Number of guests per boat will be limited to 50% of the boats capacity.
- Boats will be sanitized after each trip.
- Staff will use gloves when handling guest's gear.
- Extra help getting guests safely on and off the boats will apply in combination with extra sanitation measures.
- Couples and family members can help each other on and off the boats.
- Boats will no longer have rinse tanks to reduce risk.
- Divers need to perform the pre-dive safety check towards the Captain before entering the water.
- Due to reduction of the number of divers on each boat, the boat schedule and departure place might be adjusted.
- Valet boot dives will continue taking the 1.5-meter (6 ft.) rule in consideration. Guests need to provide their own refreshments. Snacks will be served with the needed hygiene measures.



DIVE OPERATION - COURSES

- Courses will be taught in open-air as much as possible.
- PADI E-learning courses are strongly encouraged.
- Special procedures are put in place for all courses. This will be communicated with students upon sign-up. We hereby follow the best practices of the certifying agencies.
- Classroom will be cleaned and disinfected after use.



DIVE OPERATION - RETAIL STORE

- A maximum of 10 people are allowed in the store at once, this includes staff. This might be reduced as we daily follow up on the guidelines and instructions of the authorities.
- Use of hand sanitizer upon entry is mandatory.
- Demo masks will be disinfected upon return and issue.
- Activity and dive bookings can be done digitally, by phone or via the 'dive butler' that will be available via WhatsApp.
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AIRPORT TRANSFER

- Belmar will follow the local regulations with regards to transportation.
- Belmar will encourage transfer per party/family.
- In case of larger group transportation, face masks are advised to be used.



FRONT-OFFICE & LUGGAGE

- To prevent queuing at the front-office the room key and beach towels will be available in the room upon arrival. There is no need to immediately check-in, so guests can avoid waiting in line.
- Credit card deposit is needed for incidentals and can be supplied at any given moment. Registration is only needed per room account/credit card holder.
- Keys will be disinfected after and before every new arrival.
- Bags will be left in front of the building and can be taken to the room by the guest. Gloves will be used when handling luggage or other guest possessions.

GUEST ROOMS

- Our staff will continue with strict cleaning standards.
- Guest rooms will only be entered when guests are not present.
- Disinfectant hand sanitizers will be provided in every room.
- Guests will be provided with a telephone number on which they can reach their 'digital butler' so less physical contact is necessary but will maintain service standards.



HOUSEKEEPING & LAUNDRY

- Public areas will be cleaned and disinfected more frequently and special attention will be paid to areas such as door handles, switches, counters, pens, phones, touchscreens, remote controls etc.
- Our staff will use approved disinfectant products and proven sanitizing methods.
- Guest will be asked to open all doors and windows of their room prior to check-out.
- Linens will be transported in sealed bags out of rooms.
- Clean and dirty laundry will be touched with latex gloves only.
- Disinfectant washing detergent will be used.
- Linen change during the stay will be done on request only.



CAR RENTAL

- Car rental agreements will be sent to guest prior to arrival (working digital).
- Cars will be cleaned and disinfected thoroughly after each rent - according to advises of the car branch.
- Guests will receive a check-in form to check damage themselves, after acceptance, the key will be handed out.
- In order to receive the car key, a deposit must be done (see check-in at front-office).
- Upon return, an employee will check the car for damage. The guest will wait till everything has been checked so they can sign off. If there is damage we will check the car together with the guests.



POOL

- Beds may be moved by guests, keeping in mind that the social distance is maintained.
- Our exclusive services at the pool will continue taking the 1.5-meter (5 ft.) rule in consideration.
- All beds will be cleaned regularly.



IN CASE OF...

- In case a guest, staff or visitor shows symptoms (even if its just a suspicion) staff members are instructed to report this to a manager, human resources or preferably directly to the General Management. The General Manager will take measures and redirect to the Public Health Dept.