

Buddy Dive



YOUR BUDDIES 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. It goes without further explanation we also imagined our 40th year anniversary a bit different, but 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. 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 again soon! For now, stay safe.

The Buddy Dive team



GENERAL

- Management will make sure all safety measures are carried out and will ensure compliance throughout all departments.
- Buddy Dive follow guidelines and instructions of the authorities within the whole company and at all departments – knowing Openbaar Lichaam Bonaire (Gezaghebber and Public Health Dept).
- Social distancing is enforced and everyone will refrain from handshakes, hugs and kisses (don't take it personal).
- A 1.5 m (6 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.
- Buddy Dive already has strict personal hygiene rules in place and will make sure 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).
- Touch-free hand sanitizers are placed in all public areas.
- Buddy Dive will communicate properly towards guests and staff and signage is placed.
- Cash payments will be reduced as much as possible. Digital payments and charging to your room is encouraged
- All public areas will be checked, cleaned and disinfected more frequently.



DIVE OPERATION - GENERAL

- Tank valves, weights, tools, and diver gear will be cleaned and disinfected upon return.
- Shared equipment will be cleaned and disinfected after each shift or change of user
- Rinse tanks contain sufficient disinfectant and will be emptied more frequently.
- Buddy Dive will advise not to rinse masks, snorkels and regulators in the public rinse tanks.
- Buddy Dive advises divers to daily rinse their equipment instead of after every dive.
- During Buddy Dive 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 checks-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 check-in stations to reduce queuing.
- Mandatory marine park and resort orientation will be done digital, preferably before arrival.
- Staff 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.
- Disinfectant wipes will be supplied for guests to clean rental gear upon issue.



DIVE OPERATION - BOAT DIVING

- 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 in and off the boats.
- Boats will no longer have rinse tanks to reduce the risk.
- Divers need to perform the pre-dive safety check towards the Captain before entering the water.



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.
- Classrooms will be cleaned and disinfected after use.



DIVE OPERATION - DRIVE THRU

- Openings hours will be extended to reduce queuing if necessary.
- Tank valves will be disinfected after each use.
- A maximum of 1 person per party is allowed in the tank room (Air & Nitrox).



DIVE OPERATION - RETAIL STORE

- A maximum of 10 people are allowed in the store at once. This includes staff.
- 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 is available via WhatsApp.



ROOMS - FROM ARRIVAL TILL DEPARTURE

- To prevent queuing at the front-office upon arrival, room key, beach towels and safe key will be in the room upon arrival. There is no need to immediately check-in so Buddy Dive guests can avoid waiting in line.
- A credit card deposit is needed for incidents 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.
- Buddy Dive will provide guests with a telephone number so they can reach their 'digital butler'. This will result in less physical contact but will maintain service standards. Of course, our guests can also reach our digital butler by dialing '0' from their room.
- Bags are left in front of the building and can be taken to the room by the guest. We use of gloves when handling luggage or other guest possessions.



AIRPORT TRANSFER

- Buddy Dive will follow the local regulations with regards to transportation.
- Buddy Dive will encourage transfer per party/family.
- In case of larger group transportation, face masks are mandatory.



GUEST ROOMS

- Our staff will continue strict cleaning standards.
- Guest rooms will only be entered when guests are not present.



HOUSEKEEPING & LAUNDRY

- Public areas will be cleaned and disinfected more frequently and our staff will pay special attention to areas such as door handles, switches, counters, pens, phones, touchscreens, remote controls etc.
- Our staff will only use approved disinfectant products and proven sanitizing methods.
- Clean and dirty laundry will be touched with latex gloves only.
- Disinfectant washing detergent will be used.
- Our staff will change linen on request only.



CAR RENTAL

- Car rental agreements will be sent to guests prior to arrival (working digital)
- Cars will be cleaned and disinfected thoroughly after each renter - according to advises of the car branch.
- Guests will receive per car 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 together with the guest.
- To avoid queuing provide guests will be provided a timeslot.



FOOD & BEVERAGE

- Employees will disinfect their hands and wrists (more) frequently
- Guests who enter the restaurant, are encouraged to disinfect their hands.



- Guests who enter and leave the restrooms, disinfect their hands.
- All tables and chairs will be cleaned, disinfected and checked in between seating's.
- Hard-copy menus will be cleaned and disinfected after every use.
- Guests may have breakfast in Blennies, Ingridients or their room.
- Room Service can only be paid by room charge, a credit card is needed to room charge.
- Take-out disposables are used for room service, instead of porcelain and silverware.
- Buddy Dive will assign a waiting area away from service areas.



POOL/BEACH

- Beds may be moved by guests, keeping in mind that the social distance is maintained.
- Sufficient garbage disposals will be provided at the pool and beach area.
- All beds will be sanitized 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.

