

# TIA Wellness Resort COVID-19 POLICY

The safety and wellbeing of guests is our top priority. To enjoy your wellness experience to the fullest, we would like all guests to be aware of the following procedures and requests to help us ensure your safety and relaxation as well as that of other guests and our employees

## **AT TIA WELLNESS RESORT, WE ARE COMMITTED TO:**

- Meeting or exceeding all World Health Organization, international and local regulatory guidelines relating to sanitation and hygiene
- Checking temperature of all employees and suppliers before entering the resort
- Prohibiting people with a fever or communicable illness to come to work
- Wearing personal protective equipment such as masks and gloves where it is needed
- Washing hands for a minimum of 20 seconds as often as required and use hand sanitizers regularly
- Enhancing cleaning protocols in guest villas and public spaces
- Fully sanitizing all villas before welcoming guests and sealing them after the disinfecting process
- Always providing clean sanitized linen, towels, bathrobes, amenities etc.
- Reducing areas of potential cross-contamination
- Ensuring social distancing between people in all public areas
- Provide alternative solutions to guests unable to visit us due to any illness with advance notice
- Training employees on sanitation and hygiene standards

## **AS A FRIEND OF TIA WELLNESS, YOU ARE REQUESTED TO COMMIT TO:**

- Refraining from visiting us if you have a fever or communicable illness
- Checking temperature before entering the resort
- Sanitizing hands when entering the resort, restaurants, spa and other public areas
- Complete the governmental health declaration upon arrival
- Respecting implemented sanitation and hygiene standards and the processes
- Using available hand sanitizers and wipes for your convenience
- Sharing special sanitation or hygiene requests prior to arriving at the resort