

## *We are committed to your well being*

We look forward to welcoming our guests to The Buccaneer. To keep our guests and employees healthy, The Buccaneer has implemented new protocols that will be enforced during your stay.

Per the local government, effective Saturday, August 19, all individuals 5 years and older traveling to the territory must present a negative COVID-19 PCR nasal test result or positive COVID-19 antibodies test that was received within five days of their arrival date. The new travel restrictions will be evaluated weekly and are subject to change by the local government. If you are unable to test prior to your departure, you can make an appointment to test on island and quarantine until your results are received.

Same day results are available at most clinics. We appreciate your efforts and understanding to help create the safest environment possible for our guests and staff.

A mask or face covering will be required when interacting with hotel employees, including upon entering at the main gate. The gate attendant will take your temperature using an infrared thermometer to ensure you do not have a fever. Any temperature reading of 38 C / 100 F or higher will be reported to the front desk and local Department of Health for testing. You will be asked to self-isolate in your room.

The CDC has recommended that people avoid shaking hands and maintain a six-foot space between themselves to help minimize the spread of illnesses which we are requiring all guests to adhere to. We ask that you take extra precautions regarding washing & sanitizing your hands and have provided hand sanitizer in all public areas. Our staff will be sanitizing and cleaning all areas of the hotel through out the day.

Our employees have received training from a territorial epidemiologist on best practices and we have implemented these into our daily routine on property. In addition to these commonsense protocols, our management team remains in close contact with our local epidemiologist and Department of Health representatives and have created internal memos on best practices to prevent the spread of the virus.



## Checking In / Out

- To limit interaction with our Front Desk team, all guests will be required to submit a copy of their photo identification, completed guest preference sheet and beach equipment waiver prior to arrival. Please ensure this is emailed to [reservations@thebuccaneer.com](mailto:reservations@thebuccaneer.com) prior to your arrival.
- Upon arrival to the property, the gate attendant will take your temperature using an infrared thermometer.
- You will be asked to leave your luggage outside the main lobby.
- At check in, the Front Desk agent will provide a registration card and take payment through a plexiglass screen. We highly recommend using a touchless payment option such as Apple Pay.
- The lobby will be marked for safe distancing and we will allow a maximum of two families in the lobby at a time.
- Please note you will not receive a welcome drink upon arrival, and we will take your temperature again using an infrared thermometer.
- A staff member will guide you to your room but will not enter with you. Please call the Front Desk at ext. 0 for an introduction to your room.
- Express checkout is available at the end of your stay. A copy of your folio can be emailed to your preferred email address for your records.

## Guest Services

- The Front Desk and Concierge team will be available via phone or email before, during and after your stay.
- We recommend you download our menus and electronic guest directory prior to arrival to reference during your stay. The Guest Directory is available on our Amenities page.
- We recommend you secure a car rental for the duration of your stay on island as shuttle service to and from the hotel, without prior arrangements, as well as onsite bell service will not be available. We recommend Hertz and encourage you to book online in advance of your stay. Complimentary self-parking is available around the resort.

## Beach Activities

- Should you wish to snorkel, your sanitized equipment will be placed in your room prior to arrival and will be assigned to you for the duration of your stay. Please still notify our team when you will be entering the water.
- Blue beach / pool towels and chaise covers will be provided in your room. Please take these to the beaches or pools and discard of used towels in the appropriate towel bins at the end of your time in the sun.
- Beach chaises will be sanitized at the beginning and end of the day. We recommend you use your blue towel or chaise cover when using the loungers.
- The beach team has ensured that our Mermaid beach and pool chairs are arranged to allow for social distancing while relaxing during the day. Please do not rearrange the chairs. Beach chairs will not be set at the Grotto Beach; however, we are happy to place chairs for you upon request.
- A maximum of eight persons will be allowed in the Grotto pool at a time. The Caribbean sea is always another option for those who wish to enjoy a swim in the water.
- Kayaks will be available at the Mermaid Beach.
- You may choose to remove your mask poolside, or while enjoying the beach.
- Please note that space at the pool will be limited because of social distancing and there may be days where you will be asked to enjoy the beach instead.
- Per the local government, the beaches now close at 4pm on weekends and holidays.

## Spa, Golf & Tennis

- Tee times are required for the golf course. We highly recommend securing these in advance of your arrival to ensure you can participate in at your preferred time.
- The tennis courts are available for play only.
- Each outlet has a set of protocols that will be followed during your stay. The concierge will provide these when they confirm your appointment. You can also find a list of these protocols on the respective pages of our website.
- Please note the Spa and Fitness Center are currently closed.

## Food & Beverage

- As a courtesy to other restaurant patrons, please refrain from entering the restaurant if you are feeling ill or are prone to coughing. Please allow us to prepare your meal to go.
- We recommend you download our menus from the Dining Page prior to arrival to reference during your stay.
- Every effort will be made to ensure social distancing and a safe environment. As a result, reservations will be required for all meal periods. We ask that you list your preferred dining time on the guest preference sheet so we can ensure to secure a table for you.
- A maximum of six persons can dine at one table per the local government's orders. All tables will be situated a minimum of six feet apart.
- In lieu of room service, to go food can be delivered to your door. The food attendant will place the food on a tray jack outside your room and knock when they arrive.
- To go food & drink service will be available at the Grotto and will be provided by The Mermaid.
- Your mask may be removed while sitting at your table but must be worn at all other times, including in the restroom and while moving around the dining room.
- Bar services are currently not permitted per the local government's guidelines.

## Housekeeping

- Daily housekeeping will be provided for leisure guest and mid-week housekeeping will be provided for non-leisure guests. Please note you must be out of the room or on the balcony / patio at the time of service.
- Rooms will be given 24-hour down time between guests.
- If you wish to decline daily housekeeping, toiletries can be requested from the Front Desk and trash will be picked up daily from outside your room.
- A water carafe will be provided in your room that can be filled using the filtered tap water in the room. Ice is available upon request and a small refrigerator is available in all rooms.
- Our housekeeping team will always be wearing a mask while cleaning the public areas as well as our guest rooms.
- The property uses Simple Green D to sanitize in all our public spaces and restaurants, and our guest rooms. Simple Green D cleans and disinfects. This cleaning agent also meets Osha bloodborne pathogen standards for COVID-19, HIV, HBV and HCV. They also use Lysol for wiping down the door handles, tv remotes, telephones, and all other high touch areas in the rooms.

### IMPORTANT NOTICE REGARDING TESTING REQUIREMENTS

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*We look forward to welcoming you*

Our mission is for every guest to return to The Buccaneer and become part of The Buccaneer family. We pledge to provide world-class service and to share our heritage, warmth and friendliness, ensuring that every visitor becomes an ambassador for St. Croix.