

We are committed to your well being

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

Prior to travel, all travelers, ages five and older, who enter the U.S. Virgin Islands are required to use the USVI Travel Screening portal in advance of arrival and submit COVID-19 test results. Travelers will receive a travel certification within 48-hours of submission which will be required to board an aircraft into the territory. Travelers will be required to provide evidence of one of the following:

- A negative COVID-19 molecular (RT-PCR) test taken within five days of arrival**
- A negative COVID-19 antigen (rapid) test taken within five days of arrival**
- A positive COVID-19 antibody test taken within four months of arrival**

The new travel restrictions are evaluated weekly and are subject to change by the local government. 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.



Guest Services

- To limit interaction with our Front Desk team and expedite your check in, 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 at least seven days prior to your arrival.
- Upon arrival at the property, the gate attendant will take your temperature using an infrared thermometer.
- 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.
- Express checkout is available at the end of your stay. A copy of your folio can be emailed for your records.
- The front desk and concierge teams are available via phone or email before and during 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 taxis are very limited and may not be available without prior arrangements. We recommend Hertz and encourage you to book online in advance of your stay. Complimentary self-parking is available around the resort.
- The Gift Shop and Boutique are open. Please see the Coconut Grapevine for their hours.

Beach Activities

- Our beach attendants are happy to assist with snorkeling recommendations, provide towels, chair covers and kayaks.
- Blue beach / pool towels 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 are sanitized at the beginning and end of the day. We recommend you use your blue towel or chaise cover when using the lounges.
- The beach team has ensured that our beach and pool chairs are arranged to allow for social distancing while relaxing during the day. Please do not rearrange the chairs.
- 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 when you will be asked to enjoy the beach instead.

Golf, Wellness, Fitness & Tennis

- The Fitness Center is open 7am until 10pm with capacity restrictions in place. For access outside this time, please see the Front Desk to gain access with a key.
- Appointments are required for golf, tennis and wellness / spa appointments. We highly recommend reserving in advance of arrival to ensure you receive your preferred day / time as space is limited.

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. Dinner reservations are required. We ask that you list your preferred dining time on the guest preference sheet so we can ensure to secure a table for you.
- All tables will be situated a minimum of four feet apart with the capacity of the restaurants at a maximum of 75% per the local government requirements.
- In lieu of room service, to-go food can be delivered to your door. The food attendant will knock upon arrival but will not enter your room.
- Beauregard's on the Grotto Beach will be open for light bites and bar service Wednesday through Sunday and some holidays.
- 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.

Housekeeping

- Daily housekeeping will be provided for leisure guests, 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 electrostatically sprayed with disinfectant between guest stays.
- 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. This water is more purified than bottled water. Ice is available upon request and a small refrigerator is 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

All travelers, ages five and older, who enter the U.S. Virgin Islands are required to use the USVI Travel Screening portal in advance of arrival and submit COVID-19 test results. Travelers will receive a travel certification within 48-hours of submission which will be required to board an aircraft into the territory. Travelers will be required to provide evidence of one of the following: A negative COVID-19 molecular (RT-PCR) test taken within five days of arrival / A negative COVID-19 antigen (rapid) test taken within five days of arrival / A positive COVID-19 antibody test taken within four months of arrival. The new travel restrictions are evaluated weekly and are subject to change by the local government. We appreciate your efforts and understanding to help create the safest environment possible for our guests and staff.

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.