



Oasis Marigot
More than a set of keys

St. Lucia, W.I.

| COVID-19 |

Strengthening Health Measures

NEW OPERATING PROTOCOL

TOP 6 MANDATORY REQUIREMENTS:

- All visitors (5 years and over) must have a negative result from a PCR test taken no more than 5 days before arrival in Saint Lucia
- All visitors 18 years and older must complete a travel Registration form online – 7 days before traveling
- All visitors are required to remain on property for the duration of their stay except to participate in certified activities, tours and excursions booked through our Guest Services.
- To visit the beach in Marigot Bay (La Bas Beach), you will need to arrange your visits to the beach through our Guests Services Office so that we can send one of our staff with you to the beach.
- An approved taxi at the airport must be booked through us for your arrival
- Renting a car is not possible and you need to order your grocery through our recommended Koudmen Provisioning Service

THE REST IS ALSO IMPORTANT TO READ...

On arrival:

- All arriving passengers must adhere to all protocols relevant to airport
- All arriving passengers will be screened, this will include temperature checks
- All symptomatic passengers will be immediately isolated and tested. If test result is positive for COVID-19 the passenger will be transferred to the Respiratory Hospital for treatment and care at their cost.
- Other passengers will be transferred by certified taxi to approved COVID-19 accommodation.
- Guests who have not arrived in Saint Lucia as Bubble Travellers are required to remain on property for the duration of their stay except to transfer to another Covid-19 certified property to continue their stay, or to participate in certified activities, tours and excursions (see details in FAQs)
- After 14 days in COVID certified accommodation, international visitors may
 1. Remain in COVID certified accommodation and continue to observe the protocols for stays in this type of accommodation, or
 2. Check in to accommodation certified to accept Bubble Travelers (visitors from countries

within the Saint Lucia designated travel bubble) with the opportunity to move around the island more freely

Can I leave my COVID-Certified accommodation while I am in Saint Lucia?

A selection of attractions and excursions are available see list here:

<https://www.stlucia.org/en/covid-19/>

You may leave the property to participate in one of these tours. These excursions must be reserved through our Guest Services.

Housekeeping

For your safety, your villa will be disinfected prior to your arrival. Housekeeping service is not available during your stay to limit guest/staff contact. If you need fresh towels or linens our Guest Services staff will be able to assist.

Swimming pool

The pool at the Vacation Club is to be used by only one party at the time staying together in one unit. Pool use can be reserved through the nearby Guests Services Representatives for a maximum of 60 minutes at the time. Pool chairs will be disinfected between reservations. Lounge chair arrangements on the pool deck must be placed to maintain 6 feet minimum physical distancing; unless it is between a single party staying in the same unit. As we do not have a high rate of occupancy, it is easy to reserve the pool.

Provisioning Delivery

Because of the current situation, there will be no cooking service offered. On arrival, guests must purchase groceries through KOUDMEN Service only. Guests may not leave the property to purchase food or have food delivered. Groceries will be delivered to your kitchen prior to your arrival. Some restaurants are offering take-out.

Beach

All the beaches in St. Lucia are public lands. During the pandemic, the Government wants to limit the interaction between the locals and the international travellers. In order to visit the beach in Marigot Bay (La Bas Beach), you will need to arrange your visits to the beach through our Guests Services Office so that we can send one of our staff with you to the beach.

Check-in Process

- All guests must wear a mask when they're within 6' of staff.
- For the Vacation Club & Villa St Lucia: On arrival at the dock on the north side of the bay, the Guests will be instructed to take the lift and meet the Guests Services Representative or the Security at the relevant station for a temperature check and then to be escorted to the house/room whilst ensuring 6 feet distance. The Porter will provide the keys, and then bring up the bags to be placed outside the front door to the room in which the guests will be alerted is outside the room by a knock on the door.
- Guests are asked to follow COVID-19 related protocols- e.g. Washing/sanitizing of hands frequently.
- Guests will be required to provide a copy of their COVID-19 health certificate prior to arrival.

Summary of sanitary measures

24 hour spacing between stays; in order to reduce the level of contagious activity of virus for our housekeeping staff and our next stay guests.

Extended disinfection protocol; our list of items to clean and disinfect has been expanded; we follow the recommendations of the Environment Health Department of the Ministry of Health for specific measures related to room maintenance. Cleaning products and protocols: Our hotels use cleaning products and protocols that have been approved for combating viruses, bacteria, and other pathogens.

Hand sanitizer dispensers have been installed on property.

Public spaces and common areas: The frequency of cleaning and sanitizing has been increased in all common areas, with extra attention given to high-contact surfaces.

Our protocols are continuously updated as new information becomes available and in accordance with government directives.

Responsibility of guests

Your collaboration is precious and essential to ensure the safety of all.

We have put sanitary measures in place in order to make your stay pleasant and safe for everyone. We ask for your collaboration in order to respect the following guidelines so that we can succeed together in avoiding the spread of the virus.

Respect the instructions for use; continue to practice the instructions of the health authorities in particular: wash your hands as often as possible, avoid touching your face, cough or sneeze into your elbow, immediately throw away used tissues and maintain a distance 2 meters with the people you meet during your stay.

After your stay; let us know without delay if you contract COVID-19 or help us facilitate the follow-up of guests by responding promptly to your post-stay follow-up.

Wear a proper face mask when venturing out of your room at all times.

Daily temperature checks are required for all guests.

Agreement

Please reply to this email and confirm that you and all the guests traveling with you agree and will respect the safety protocols measures we have put in place as mentioned above. You or anyone in your party/family/room will not leave property except for certified activities, excursions, tours, or restaurants booked only through Oasis Marigot (are subject to further confirmation).