



Oasis Marigot
More than a set of keys

St. Lucia, W.I.

| COVID-19 |

Strengthening Health Measures

NEW OPERATING PROTOCOL

TOP MANDATORY REQUIREMENTS:

- All arrivals to Saint Lucia (5 years and older) must have a negative result from a PCR test taken no more than 5 days before arrival. This also includes fully vaccinated covid-19 travelers.
- Must complete and submit an online Travel Registration Form (18 years and over) prior to arrival. ***Fully vaccinated travellers will enjoy fewer restrictions. Vaccine Cards must be presented on entry to Saint Lucia.***
- Download, print and travel and complete the HEALTH SCREENING FORM. The form must be completed on the day of travel and presented at the health screening desk on arrival in Saint Lucia.
- Must adhere to all safety protocols in place throughout Saint Lucia, including wearing a mask in public.
- Shall be subject to mandatory screening and temperature checks at the port of entry and throughout your stay.
- Shall be transferred by certified taxi to their approved COVID-19 approved accommodation.

ON ARRIVAL:

- All arriving passengers must adhere to all protocols relevant to airport
- All arriving passengers will be screened, this will include temperature checks
- Arriving passengers who are fully vaccinated will receive a wristband for identification.
- 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 are not fully vaccinated, and 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.

- 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

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. This only applies for travelers who have not yet been fully vaccinated. Guests may not leave the property to purchase food or have food delivered. Groceries will be delivered to your kitchen prior to your arrival.

Beach

This only applies for travelers who have not yet been fully vaccinated. 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 are required to provide a copy of their COVID-19 health certificate and Covid-19 vaccine certificate (if vaccinated) on 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 not fully covid-19 vaccinated will not leave property except for certified activities, excursions, tours, or restaurants booked only through Oasis Marigot (are subject to further confirmation).

TRAVEL CHECKLIST

MANDATORY FOR ALL ARRIVALS

Consistent with existing protocols, all arrivals to Saint Lucia must adhere to all safety protocols in place, including wearing a mask in public places.

Before you travel, please complete and acquire following:

1. Each adult (18 and over) is required to submit a **Travel Registration Form** (stlucia.org/covid-19). This should be completed at least 7 working days before travel. Your Covid-19 test result is not immediately required to complete this step. *Travelers 17 years and younger should be included on an adult form.*

You will receive an auto-response confirmation with a unique reference # for each adult.

2. All arrivals 5 years and older are required to take a **Covid-19 PCR test** no more than **5 days before your arrival**. Please note the day of arrival in Saint Lucia is counted as the 5th day. You are required to upload your test result where you registered.

- There is no flexibility on the type of test - It must be a Covid-19 PCR test.
- If you are unable to upload your test results, please send to:

sarscov2ell@gmail.com

***Please print and travel with your test results.**

HERE'S A HELPFUL TABLE TO SHOW YOUR 5-DAY TESTING WINDOW

If I arrive in Saint Lucia on	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
I can test on or after	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY

SAINT LUCIA

3. Once you have submitted your travel registration form and your accommodation and PCR test have been verified, you will receive a **Travel Authorization Letter**. Please allow up to 3 days for processing. If you do not receive a travel authorization letter within 48 hours of travel, please email tic@stlucia.org with each adult passenger's name in question and the corresponding reference numbers. *Please be aware that a Travel Authorization Letter, does not guarantee your Covid-19 test is acceptable.*

***Please print and travel with your Travel Authorization Letter.**

4. Download, print and travel with a completed **Health Screening Form** on your day of travel, for presentation on arrival. Available on www.stlucia.org/covid-19

You may be denied boarding if you fail to present documents 2 and 3.

FULLY VACCINATED VISITORS

- Fully vaccinated visitors have expanded access on island and enjoy additional activities; all while observing on-island protocols.
- Proof of vaccination must be available to show at the airport.
- Vaccinated passengers will be issued with a wristband while at the airport, which must be worn throughout your stay and removed only on departure.
- Fully vaccinated means, a passenger surpassed a two week period after the second dose of the two-shot vaccine or two weeks after a single-dose vaccine.

***Fully Vaccinated passengers are required to fulfill the same entry protocols above.**

Visitors must have **confirmed reservations at Covid-19 certified properties.**

Your visit may be split to stay at up to 2 certified properties.

If your booking is last-minute (i.e. within 5 days of travel), **please forward names and reference numbers** immediately after travel submission to travelinfo@stlucia.org

TESTING FOR RETURN FLIGHT

Many of our hotels and villas offer convenient testing on site. Some clients will qualify for a free test. *Terms and Conditions apply.*
Please discuss with your accommodation provider.