



CLEAN CHECK

Enhanced hygiene standards and
health and safety measures at every resort



DIVI'S CLEAN CHECK PROGRAM

Divi Resorts' new **CLEAN CHECK** Program offers enhanced hygiene standards and health and safety measures at every resort. When guests are ready to travel, they can trust the Caribbean Experts.

50 YEARS OF EXCELLENCE

For over 50 years, Divi Resorts has focused on ensuring our guests enjoy healthy and safe Caribbean vacations. In preparing to welcome guests back to our beautiful Caribbean resorts, we've reviewed every area of our health and cleanliness procedures. Our new enhanced **CLEAN CHECK** program follows the recommendations of the Centers for Diseases Control and Prevention (CDC), the World Health Organization (WHO), and the Ministries of Health on each island. In the weeks and months ahead, we will continue to monitor and augment our protocols to ensure a continual focus on the health and safety of our guests and staff.

Guests can spot the **CLEAN CHECK** symbol throughout our resorts, from unit door seals confirming a room is ready for occupancy, to signage with helpful distancing and sanitation guidelines. We want our guests to have confidence every time they book a Divi Resorts vacation with peace of mind from check-in to farewell.

WARM WELCOME GUARANTEE

At Divi Resorts, our staff members have always been deeply engaged in meeting and warmly greeting our guests, and that will never change. To continue our tradition, Divi's staff will now meet, greet and thank all guests with a hand on their heart. We hope this safe and meaningful gesture will convey not only a warm welcome, but a sign of our appreciation for trusting us with your vacation stay.





WE'VE FOCUSED ON EVERY TOUCHPOINT

Every point of contact throughout our resorts has undergone a thorough assessment. We have updated and advanced our hygiene practices and protocols to cover twelve key areas:

1. Front Desk, Concierge & Bellman
2. Guest Rooms
3. Housekeeping & Laundry
4. Restaurants & Bars
5. Activities & Amenities
6. Swimming Pools & Hot Tubs
7. Fitness Centers
8. Public Areas
9. Resort Maintenance
10. Banqueting & Events
11. Staff Training & Back of House
12. Vendors & Incoming Deliveries

SOCIAL DISTANCING

When vacationing at our resorts, guests will notice many of our public spaces, including lobby front desks and restaurants and bars, will practice strict social distancing. When using resort shuttles, guests will be seated behind our drivers and we have reduced the number of riders allowed on each shuttle. Chairs around our pools and on the beach will be spaced further apart and all fitness centers will reduce guest capacity. When using resort elevators, only one couple or family at a time will be permitted.



• Public Spaces

In our public spaces and high-traffic areas, we are adding around the clock inspections, cleaning surfaces with increased frequency, adding sanitizer stations, and going above and beyond normal protocols.

• Restaurants & Bars

At our restaurants, all buffets have been discontinued and each guest will be given disposable à la carte menus, glassware, napkins, silverware and condiments after being seated. Reservations are recommended and we will also offer takeout and delivery services to guests. Restaurant kitchens

will be deep cleaned and sanitized daily, and kitchen staff will be required to use masks and gloves, in addition to obtaining a ServSafe Food Handlers certification.

- **Guest Rooms**

Prior to guest check-in, a housekeeping attendant wearing PPE will spray hospital-grade disinfectant on all surfaces and fog the entire unit. After housekeeping has thoroughly cleaned the room, a “Clean & Sealed for Your Protection” seal will be placed on the front door prior to the guest entering the unit for the first time. New safety protocols are in place for handling laundry, daily housekeeping and maintenance services, and bellman and restaurant food delivery staff will not enter guest units.

- **Activities**

Pool decks, pool/beach chairs and showers will be sanitized daily, and we have eliminated towel cards. Towels will be left in-room at check-in and can be exchanged daily at our towel huts. Water sports equipment will be sanitized before and after use. Divi Dive Bonaire’s dive operation will have special handling protocols and strict cleaning measures in place for all dive equipment. Dive boats will limit occupancy, and tanks, seats and rails will be sanitized between diving trips. Golf carts and all golf rental equipment will be disinfected before and after use. Playground, miniature golf and outdoor equipment will be cleaned and sanitized throughout the day.



ONE FAMILY

Our **CLEAN CHECK** program and enhanced resort protocols are as much about the health and safety of our loyal guests as they are our beloved staff members. These unprecedented times have taught us that we are all in this together as one big family. By following the recommended social distancing and health and safety guidelines, we can protect one another and our greater communities.

Thank You