



BEACH HOUSE ARUBA COVID-19 OPERATIONAL PROCEDURES

The Beach House Aruba has developed new standard operational procedures in consideration to the safety of our Beach House team and our guests in regards to the Covid-19 prevention plans.

These protocols are based on recommendations from the public health, safety and infectious disease and the guidelines given by the CDC, WHO and Aruba's Health Department DVG.

Aruba Health & Happiness Code

The Aruba Tourism Authority ATA and the Department of Aruba's Public Health DVG implemented 'Aruba Health & Happiness Code' on the island. This new program was implemented to assure Aruba's visitors that the island will keep the highest health and safety protocols expected from a tourist destination like Aruba.

The objective of the program is to improve the hygiene protocols across the island and to ensure all local tourism related businesses meet the required standards.

We are happy to announce that the Beach House Aruba obtained the pre-approved Aruba Health & Happiness Code seal AHHC, a token of compliance with healthy and safe hotel operations standards.



Health & Safety Procedures at Beach House Aruba

The purpose of our new operating procedures is to focus on the health & safety of our team and guests. Here below a list of the key steps we have taken to maintain a safe stay at the Beach House Aruba:

1. **Housekeeping:** We included a disinfectant solution with sodium hypochlorite as recommended by the WHO in the guidelines for operational considerations for Covid-19 management in the accommodation sector. Our housekeeper and management staff are receiving training to stay up to date with the latest cleaning and disinfecting guidance for the hospitality sector.

Special attention is given to the high touch areas, including light & fan switches, TV remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, and our service telephone.

Check out rooms are ventilated during the cleaning time and locked upon completion. Only the new guest will be opening that unit again.

The lounge and high chairs by the pool area will be disinfected after each use and arranged with a proper distance to others, so you can enjoy the outdoors without worries.

Beach House Aruba

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2. **Health check:** On a daily basis, the temperature of the entire Beach House our team will be screened. There will be checks on Covid-19 symptoms. If someone presents a respiratory symptom, that person will be sent home and instructed to contact the local health authorities.
3. **Hand Sanitizers:** In the living area of each unit there is hand sanitizer available as well as in front of the front of our office and at the common area next to the swimming pool.
4. **Social Distancing:** The social distancing is in effect at the Beach House Aruba, that means everybody including management, staff and guests need to keep 6 feet or 1.5 meters apart from each other at all times. Our entire team has been instructed to avoid physical contact with guests and each other, like hugs, handshakes, etc., and to maintain distance from others when possible.
5. **Face Coverings:** Beach House Aruba teams are required to wear appropriate masks or face coverings while on property.
6. **Reminder Signs:** We have posted signage throughout the Beach House Aruba to maintain awareness and to remind everyone of the proper way to wear, dispose masks and face coverings, use gloves and to wash their hands frequently throughout the day, for at least 20 seconds each time.
7. **Employee & Guest Health Concerns:** Our team has clear instructions on how to respond to all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Beach House team are instructed to stay home if they do not feel well and to contact the manager if they notice another person at the property displaying symptoms or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19.
8. **Employee safety protocols.** We made it mandatory for the Beach House team to take training on the new protocol.
9. **Case Notification.** If we are alerted to a presumptive case of COVID-19 at the Beach House, we will work closely with the DVG (Department of Public Health in Aruba).

Prior to your arrival

Aruba Health Requirements. To have a smooth and worried free mind when planning to travel to Aruba we suggest you that you read all the information in the following link <https://www.aruba.com/us/traveler-health-requirements>.

Check-in procedure. One day before your arrival you will receive an email with the check-in instructions. This email will have a picture of your unit with a location of your room and safe box keys. Upon arrival you will be able to go directly to your unit and settle down. When you are ready you are always welcome to step by our office to greet and ask any questions you may have. For late arrivals you may always send us an email or a WhatsApp message.

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