



covid-19 health & safety protocols

The Grenada Hotel Tourism Association, in conjunction with Grenada's Ministry of Health, has implemented a standard of protocols for all hotels on the island based on World Health Organization (WHO) and The Centers for Disease Control and Prevention (CDC) recommendations. These protocols, among other things, include the training of hotel staff and careful inspection of every hotel to ensure proper health and safety guidelines are in place. In addition, please see specific hygiene and safety protocols in practice at Mount Cinnamon Resort & Beach Club.



STAFF

- Employees will receive COVID-19 safety and facility sanitation protocols training recommendations from the CDC
- All staff will have their temperature checked daily upon arrival at the hotel
- Personal protective equipment will be provided to and worn by all staff based on their role and responsibilities
- Staff will engage in frequent handwashing and the use of alcohol-based sanitizer
- Staff will practice social distancing by standing at least 6 ft. away from guests and other workers



PUBLIC SPACES

- Surfaces and areas frequently touched and occupied by multiple people will be cleaned and disinfected regularly throughout the day
- Dedicated wipe-down staff for enhanced cleaning of high contact points
- Furniture will be arranged to allow for social distancing in public areas
- Sanitizing stations, masks and gloves will be available in all public areas



CHECK IN & CONCIERGE

- Social distance protocols will be in place during guest check in
- Enhanced cleaning protocols will be enacted at the front desk and alcohol-based hand sanitizer will be available
- Paperless check in/check out will be used when possible
- Staff will wear gloves when handling guest bags. Bags will be left in front of the rooms and not carried into the room



FOOD & BEVERAGE

- Enhanced cleaning and disinfecting of food contact surfaces, utensils and condiments
- Minimal items will be placed on guest tables to allow for effective disinfections in between each guest
- Breakfast buffet will be eliminated and replaced with a la carte breakfast service
- All restaurant staff will wear face coverings and engage in frequent hand washing
- Room service will be replaced with a no-contact delivery method



GUEST ROOMS

- Enhanced cleaning and disinfecting protocols with particular attention paid to high-touch items and areas
- The frequency of room cleaning during a guest's stay may be altered based on guest requirements
- Linens and towels will be washed in accordance with CDC guidelines
- Sanitization products will be available in guest rooms
- 24-hour room turnaround window between bookings (based on room category booked)



ACTIVITIES & FACILITIES

- Physical distancing, disinfecting and management protocols for pool and beach areas will be conducted in accordance with CDC guidelines on aquatic venues
- Water sports cleaning and disinfecting equipment after each use
- Fitness center and yoga areas will be maintained with increased cleaning and disinfecting
- Masks, disinfectants and other cleaning supplies available
- Physical distancing will be encouraged for all fitness and wellness offerings