

Renaissance Aruba's Safety Protocol Update

At Renaissance Aruba, we've made enhancements that will allow you to safely enjoy the high-end experience you've come to expect. Our employees have been trained on enhanced sanitation programs, health protocols, and are practicing physical distancing. Here, your health and safety are our first priority. **Below is the extensive list of safety procedures we've implemented thus far:**

- **At-Home To In-Room Check-In:** Guests now have the ability to check-in through the Marriott Bonvoy™ App in advance of their arrival, allowing them to bypass the front desk and go directly to their room. A special kit, including a personal antibacterial hand towel and in-room hand sanitizer, awaits guests upon arrival.
- **Enhanced System For Cleaning & Sanitizing Rooms:** All rooms have been disinfected, deep cleaned, inspected and sealed. The sealed rooms indicate that the room has been cleaned according to our newly enhanced sanitation program and that no one has entered the room following the cleaning. Each room has also been outfitted with a pack of disinfecting wipes for guests to use in-between the regular housekeeping cleanings.
- **Enhanced System For Cleaning & Sanitizing Public Areas:** All public restrooms are cleaned, sanitized and inspected in 30-minute intervals. High-traffic areas such as kitchens, bars, casinos, restaurants, fitness centers and swimming pools, have implemented enhanced cleaning protocols specific to that area. The resort has also increased the number of personnel on each floor to continuously clean railings, high-touch areas, elevator cabins and control panel buttons. Hand-sanitizing stations have been provided for guests and team members throughout all resorts and at all dining locations.
- **Face Mask Requirements:** We are asking that all guests wear a face mask inside and outside unless they are sitting or swimming. Face masks are also mandatory on the boat ride to and from Renaissance Island. All Food & Beverage and Housekeeping staff are required to wear gloves and face masks when interacting with guests.
- **Physical Distancing Practices:** Renaissance Aruba has implemented safe physical distance measures throughout all restaurants, bars, boats, shuttles and beaches, and replaced handshakes with a nod and a smile. Elevator trips have been restricted to one person (or party) per trip and are being monitored by an elevator host placed at the entrance of the lobby elevator bank. Shuttle service between the Renaissance Marina Hotel and Renaissance Ocean Suites has also been limited to one person or party per trip. Plexiglass screens have been placed at the front desk, host stations, bars and casinos.
- **Food & Beverage Outlets:** The resort has reduced overall capacity at restaurants and bars using a reconfigured layout of all tables, chairs and barstools. This greatly increases the physical distance between parties. Guests can now enjoy all of Renaissance Aruba's dining establishments safely and with the ability to focus on the food, cocktails, and the company of private groups. At this time, no buffets are being offered and all restaurants are featuring à la carte service.





- **Renaissance Island:** The resort's exclusive Renaissance Island will continue to transport guests by private boat. However, each boat has been reduced to a capacity of no more than 10 guests per trip.
- **Meetings & Events:** Renaissance Aruba has developed new standard practices and procedures to accommodate the 2,500 events we host each year. Groups and event planners are now able to tour the property and event spaces through virtual site inspections. Capacity charts for meeting setups have been adjusted to reflect physical distancing, and buffets have been replaced with action stations staffed by chefs for individual plating, grab & go markets or a la carte service depending on the needs and preferences of the event coordinators. Additionally, the resort has moved to a linenless or one-time-use linen setup and has increased the frequency of cleaning and disinfecting all meeting areas. Hand sanitizing stations have been placed throughout the meeting spaces for easy access by attendees.
- **Wind Creek Crystal & Seaport Casinos:** Renaissance Aruba has developed a new reservation system where guests can 'reserve' a day and time in advance. This allows the resort to monitor the number of guests and team members on the property and casino floor at all times. In addition, the following casino procedures have been implemented:
 - Table games have a maximum of three players per table.
 - Slot machines have been placed "Out of Service" until selected by a guest and turned on by the casino host.
 - There are a limited number of chairs available on the floor, and they are repositioned based on the guest's selected game.
 - All guests are required to stay at least 6-feet apart on the gaming floor.
 - Both employees and guests are required to wear face masks.
- **Team Member Training & Precautionary Temperature Checks:** Renaissance Aruba is ensuring all team members stay healthy and safe both inside and outside the workplace. Ongoing specialized training regarding precautionary measures, preventative protocols and added sanitation practices are in effect. All staff are required to wear protective face gear and gloves at all times while on the resort, know the locations of the nearest hand-sanitizer stations, and ensure their uniforms are not worn outside of the resort. All team members across all resort locations are also required to undergo temperature checks before the start of each shift.
- **Supplier-Held Standards:** All vendors, suppliers and partners are held to the new Protocols of Cleanliness standards. The resorts are restricting delivery windows to one party at a time, limiting physical contact, sanitizing all touchpoints, and removing all outer packaging from deliveries upon arrival.

We look forward to welcoming you back to our pristine paradise. If you have any questions regarding these updated policies, or if you would like more information about what our resort is doing to ensure your safety, please email sales@arubarenaissance.com.