



STAYING SAFE AT WAIDROKA BAY RESORT IN FIJI

As part of our ongoing and longstanding commitment to cleanliness, health & safety of our guests and employees at all times, we wish to outline our Health & Safety Guidelines during this time of a global health crisis and especially during the re-opening phase of tourism in Fiji.

Hygiene, Cleanliness, Safety & Health for Employees & Resort Guest represent a key priority for Waidroka at all times - throughout the past and especially now to help us meet and exceed the concerns created during the COVID19 pandemic. Waidroka has developed the below outlined protocols & standards in consultation with many industry associations, our local health authority, Hotel, Restaurant, Catering and Tourism Organizations in Fiji. It is important to note that these standards are being continually reviewed and updated in line with accepted best practice, as per changes in the industry and possible new guidelines from government, whilst we feel confident that with the current guidelines stated we are addressing a majority of the key aspects of Staying Safe during your visit at Waidroka !

The main guidelines outlined below are based on the key aspects identified throughout the COVID19 pandemic, which are the main criteria for protection against being infected by the corona virus and focuses on the following:

- **Employee & Guest Health**
- **Resort Management & Employee Responsibility**
 - **Guest Responsibilities**
- **Hygiene, Cleaning and Disinfection Protocols**
 - **Physical Distancing**

Waidroka Bay Resort Ownership & Management wish to ensure that ALL GUESTS, TRAVEL COMPANIES, EMPLOYEES AND BUSINESS PARTNERS are fully involved and aware of our **HEALTH & SAFETY GUIDELINES** and more importantly of OUR COMMITMENT to ensure YOU are safe when staying with us at Waidroka Bay Resort.

THIS IS OUR PROMISE AND COMMITMENT TO YOU !

We look forward to being able to help you with any concerns you may have, answer all of your questions or respond to any special needs or requests you may have. More importantly we look forward to hosting you at Waidroka Bay Resort for your own personal Fiji Adventure in future!

BULA VINAKA - THE WAIDROKA TEAM

WAIDROKA BAY RESORT

COVID-19 RESPONSE ENHANCED HEALTH & SAFETY GUIDELINES

EMPLOYEE & GUEST HEALTH



Washing Hands & Hand Sanitizer

Our guidelines will govern employee procedures and protocols regarding hand washing and use of sanitizer. Hands must be washed with soap and water (ideally hot water and for a duration of min. 20 seconds). In situations where soap/water is not available, alcohol-based sanitizers will be used. Adequate soap products will be made available. Our hand sanitizer dispensers will contain sanitizer with no less than 60% alcohol content. Hand sanitizer will be placed at key guest and employee contact areas. This will include the reception, restaurant and bar. Note: alcohol based hand sanitizer should not be used near scuba tanks.



Front of House Signage

Health & hygiene reminders will be placed at high-traffic areas on property.



Back of House Signage

Health & hygiene signage, including how to avoid infection, will be posted in all areas which staff frequently enter or exit. Information will remind employees of the proper way to wear, handle and dispose of face coverings, use gloves, wash hands, sneeze and to avoid touching their faces.



Employee & Guest Health Concerns

Responding swiftly and reporting to local health officials any cases of COVID-19 at the resort will be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 must remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 should immediately contact the Manager.



Case Notification

Confirmed cases of COVID-19 will immediately be reported to local health authorities. The confidentiality of guest or employee suspected of being infected will be protected.

24 hour COVID-19 Helpline: Tel. 158

RESORT MANAGEMENT & EMPLOYEE'S RESPONSIBILITIES



Hand Cleaning

If not wearing protective gloves, all employees must follow our guidelines regarding handwashing and use of sanitizer. Employees must wash their hands for at least 20 seconds or use hand sanitizer where a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, eating, drinking, accepting items from guests, taking a break, before a shift and as needed throughout the shift.

Employees will use hand sanitizer and cover all surfaces of the hands and rub them together until they feel dry. Housekeeping staff will clean hands or change gloves between cleaning guest rooms. When necessary, employees will wear gloves (especially in the kitchen or when cleaning) for added protection/sanitation efforts. Proper hand hygiene must be followed prior to and after removing gloves.



COVID-19 Training

All employees will receive COVID-19 safety and facility sanitation protocols training, with more comprehensive training for all employees with frequent guest contact including Front of House, Housekeeping, Food & Beverage, Captains, and Maintenance.



Face Coverings & Other Protective Steps

Local government regulations dictate the proper use of face covering, glove use, physical distancing and cleaning/disinfecting. These steps, along with appropriate training for use and disposal, will be made available to all employees. Employees shall wear Face-Masks at all times when at a distance less than 6 feet in any direct interaction with resort guests.



MANAGEMENT COMMITMENT

The Management Team will provide sufficient human and economic resources and employee training to ensure that all guests are provided with the highest level of hygiene and safety at all times.

GUEST'S RESPONSIBILITIES



Health and safety is a responsibility shared by both guests and the resort. It assumes that healthy guests protect themselves and others, including but not limited to: **FREQUENT HAND WASHING - COVERING COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW - NOT TOUCHING THE FACE - NOT SHARING PERSONAL OBJECTS - PRACTICING SOCIAL DISTANCING - THE WEARING OF FACE-MASKS - THAT POTENTIALLY ILL GUESTS ACT RESPONSIBLY.** All guests are a fully integral part of ensuring guidelines are upheld through their own behavior, regarding travelling to and from the resort and of course including their stay at Waidroka!

Any Guest experiencing symptoms which could be COVID-19 related must immediately inform the Management!

CLEANING & DISINFECTING PRODUCTS & PROTOCOLS



Public Spaces & Communal Areas

Surfaces frequently touched by multiple people will be cleaned and disinfected at all times. More frequent cleaning and disinfecting will be done based on the level of use including, but not limited to front desk, door handles, public bathrooms, pool seating and surrounding area, dining room surfaces and all seating areas etc...



Guest Rooms

Particular attention will be paid to high-touch and non-porous items including remote controls, toilet seats and handles, door and furniture handles, water faucet handles, night stands, light switches and floors. The frequency of room cleaning during a guest's stay may be altered based on guest requirements. In accordance with guidelines, Housekeeping staff will wait at least 15 minutes before entering a guest's room for cleaning to allow for adequate time for air exchange following the guest's departure, and will discard all single use items provided by the resort that were used by the guests during their stay, or left by the guest. Anything possibly touched or used by the guest must be disinfected prior to the arrival of the next occupant.



Laundry

Linens, towels and laundry will be washed using a disinfectant detergent and dried completely using the highest possible drier setting for the items. The shaking of linens will be avoided, whilst laundry will be bagged in the guest's room to eliminate excess contact while being transported to the laundry facility.



Back of House

Cleaning and disinfecting of all high touch areas will occur in accordance with CDC guidelines, at least twice per day in high traffic areas.



Boats

All high touch areas will be disinfected as per need, incl. before and after each excursion.



Equipment

All equipment, including but not limited to dive gear, snorkeling equipment, surf boards, kayaks, and SUPs, will be cleaned and disinfected after each use. Equipment should not be shared.

Note: alcohol based hand sanitizer should not be used near scuba tanks.



Food & Beverage

Food and beverage service will reduce in-person contact and buffet services will be reduced to a minimum. Enhanced cleaning and disinfecting of food contact surfaces and utensils, as well as shared objects (i.e. condiments) and removal of unused items (i.e. glasses, cutlery) on tables before and after guest use. Portion controls will be emphasized to reduce food exposed for long periods. Minimal items will be placed on the tables to allow for effective disinfection.



Ventilation & Water System Checks

It will be ensured that that all ventilation and water systems always operate properly.

PHYSICAL DISTANCING



Physical Distancing & Queuing

Guests are advised to practice physical distancing by standing at least six feet away from other groups of people not travelling with them, including areas where guests or employees' queue. Where possible, furniture and public seating will be reconfigured to promote physical distancing.



Guest Rooms

In anticipation of individual concerns of guests, housekeeping will not enter a guest room during a stay unless it is coordinated and thereby approved, by the guest, or to comply with established urgent safety protocols. Housekeeping will maintain the practice of cleaning and disinfecting rooms thoroughly following check-out.



Restaurant Area

Whenever possible, seating arrangements will allow for physical distancing between guests.



Front Desk

Front Desk agents will practice physical distancing protocols and will minimize contact as much as possible.



Pool Area

Physical distancing, disinfecting and management protocols and processes for the pool area will be conducted in accordance with guidelines on aquatic venues.