



OUR HOTEL PLAN:

# RENAISSANCE ARUBA RESORT & CASINO

COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

COMMITMENT  
TO CLEAN

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# COMMITMENT TO CLEAN PLAN

A standard that all properties must comply with is to create a hotel-specific Commitment to Clean plan. The plan should outline specific guidance and steps to ensure associate hygiene and cleanliness and guest safety regarding COVID-19 are accounted for throughout the hotel. All associates must familiar with the hotel's plan and be able to communicate it to guests as needed.

## ASSOCIATE PROTOCOLS



### CLEANLINESS CHAMPION

Cleanliness Champion:

Director of Rooms Operations- Chanteau Ogilvie

Additionally one cleaning champion assigned per department

## HOTEL PLAN



### TRAINING

1. Covid-19 Awareness & Guidelines training provided by Human Resources Training Managers
2. Clean Matters Training completed by incumbent associates and all new hire associates
3. Post- Covid-19 reopening efforts sessions provided by Human Resources
4. Individual department training conducted by department heads/leads
5. All Covid-19 related training on DLP made mandatory
6. Ecolab cleaning guidelines shared with all department heads
7. Daily 15 minutes meetings are required to include 1 topic on Cleanliness



### HAND HYGIENE AND ETIQUETTE

1. Proper handwashing training, and the correct use of PPE has been provided to Team members
2. Hand washing tracking sheet provided to all department heads to be placed prominently in department
3. Poster/Signage for proper handwashing, sneezing, and coughing protocols are displayed by each time clock and in associate locker rooms in multiple languages.
4. Hand sanitizer are located in all entry/exit, elevators, escalators, Outlets, meeting space, spa, fitness centers, etc.

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5. Social distancing signage in public areas, and heart of the house.

## ASSOCIATE PROTOCOLS

## HOTEL PLAN



### CLEANING PRODUCTS

1. Ecolab cleaning guidance followed and distributed
2. Cleaning products:
  - Peroxide multi surface cleaner and disinfectant.
 

**Directions for Use:**  
Fill spray bottle/mop bucket with solution.  
**For hard surfaces:** apply product to surface to be cleaned. Allow a few minutes to work, wipe clean and dry with clean cloth, sponge, or mop. Rinse as needed.  
**For glass and windows:** spray cloth with use solution, clean surface and then wipe dry with a clean cloth, paper towels, wipers, or squeegee dry. Polish with clean side of cloth or another cloth.  
For first time use on any surface, always test in a hidden area.  
**Additional Notes:**  
Do not mix with anything except cold tap water. Use spray bottle labeled for this product only for mixing and dispensing product.
  - Bathroom Cleaner.
 

**Directions for Use:**  
Add 8 to 12 oz. of product per 1 gallon of solution  
Apply use solution to hard, nonporous surfaces  
Allow a 10- minute contact with the surface  
Remove solution and entrapped soil with a clean wet mop, cloth, sponge, vacuum pickup or rinse to drain  
**For Heavy Duty Cleaning and Disinfection:**  
Add 8 to 12 oz. of product per 1 gallon of solution  
Apply use solution to hard, nonporous surfaces  
Allow a 10-minute contact with the surface  
Remove solution and entrapped soil with a clean, wet mop, cloth or rinse to drain  
**Toilet Bowls Cleaning and Disinfection**  
Swab bowl with brush to remove heavy soil prior to cleaning or disinfecting.  
Clean by applying 8 to 12 oz. of product per 1 gallon water use solution around the bowl and up under the rim. Stubborn stains may require brushing  
To disinfect, first remove or expel over the residual bowl water  
Pour in three ounces of the use-solution  
Swab the bowl completely using a scrub brush, making sure to get under the rim  
Let stand for 10 minutes or overnight, then flush.
3. Each department head was provided with a list of requirements pertaining to PPE

4. Cleaning Product brochure distributed
5. Disinfecting wipes/Hand sanitizing gel to be provided per occupied guest room
6. Each department is required to have a trash container designated to dispose of PPE



### PERSONAL PROTECTION EQUIPMENT

#### I. Available PPE:

- Hazmat suit [changed mid-shift]
- Disposable (single use) gloves [to be changed every two hours or when visibly soiled]
- Disposable aprons/gowns [changed mid shift]
- Labeled Sharps containers
- Disinfecting chemicals
- Pick up tongs with cone
- Face shields
- Masks [changed mid-shift]
- Eye protection
- Shoe coverings
- Sneeze guards

Time Keeper zone is designated for team members to collect their PPE for the day.

2. All team members, vendors and contractors are required to enter the property through the time keeper entrance where temperature checks will be done by Loss Prevention.
3. Each department will have PPE for mid-shift replacement.



### COVID-19 CASE APPROACH & ROOM RECOVERY

- I. Protocol in place to handle guests with presumed positive Covid-19
  - Discontinue **housekeeping service** during the guest stay.
  - Remove guest room trash in sealed bags at prearranged times
  - Bring trash directly to hotel's trash compactor
  - Do not place in common trash areas like elevator landings
  - Remove linen and terry in sealed bags at pre-arranged times
  - Transport to hotel laundry are, follow existing protocols with third party vendor.

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- Do not place in common laundry pick up areas
  - Limit the need for multiple deliveries to the guest room by providing extra daily in-room amenities via contactless delivery. All guest deliveries and requested items should be left outside the door.
  - Provided the guest with several large trash bags for disposal of trash, linen and terry removal. The guest should seal trash, soiled linen and terry and keep in the guest room until and arranged pick-up time.
  - When the guest orders food **from F&B Outlets**, it should be delivered with contactless delivery in disposable containers. Inform them to dispose of the waste in provided trash bags and setup an appropriate trash removal time.
  - **Engineering protocols**, associates will be called to service emergency work orders.
  - Contact the guest by telephone to fully understand, diagnose and determine and appropriate solution.
  - Bring all equipment needed when entering guest room to fix problem.
  - Knock upon arrival, announce yourself and use your own key for entry.
  - Wear appropriate PPE depending on situation.
  - **Leave room vacant**, guest room vacant a minimum of 24 hours prior to disinfection and routine housekeeping procedures.
  - Local regulations may supersede this policy and must be followed.
  - Remove all used and unused linen and terry from guest room.
  - Not to hold items close, wear appropriate PPE.
  - All unused consumables removed and sealed in a bag, held for 7 days before another guest can use.
2. In the **case of guest contacting the hotel in light of symptoms** linked to **COVID-19** (fever, cough, shortness of breath and breathing difficulties), the hotel staff will direct the guest immediately to their room and the respective hotel representative will contact the Call Center at 280-0101 or one of the private clinics and connect the call to their room. Over the phone, a triage questionnaire will be conducted by a medical practitioner.
  3. Quarantine rooms determined for the resort.
  4. Room assignment allocated to ensure one vacant room between occupied rooms.
  5. 24 hours room recovery time in place for all occupied rooms based on business demands.
  6. **For guests that do NOT MEET criteria for testing:**
    - The medical practitioner will advise on next steps.
    - The hotel will follow up by calling the room and confirming the status.
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## 7. For guests that MEET criteria for testing:

- Call Center
  - If Call Center has been called, the medical practitioner will inform the guest and the host hotel of suspected case.
  - If one of the private clinics has been called, the doctor will inform the guest, the host hotel and the Call Center.
- A date and time will be appointed, by the call center, for testing at the diagnostic center.
- Following all procedures as stipulated by the host hotel, the guest will be transported by a designated transportation company for testing.
- The guest is to follow all health and safety regulations during this process, and must pack and take all belongings with him/her.
- The guest will be taken to a designated isolation location pending test result
- As the guest is being tested, all travel companions will be advised to stay in quarantine at the host hotel pending test results.

## Test Results

### Positive:

- The test results will be revealed by the Department of Public Health in 24-48 hours.
- If the test is positive, the confirmed case will remain in isolation at one of the designated properties, until recovered.
- Throughout the isolation process, medical follow up will be conducted.
- Once the patient recovers and tests negative, he/she can resume vacation or depart the destination.

### Negative:

- If test results are negative, the patient will go back to his/her host hotel, reunite with any travel companions who will be simultaneously released from quarantine, and can resume their vacation.



## SIGNAGE

1. Social distancing (floor) markers in the lobby areas, elevator landing, B&F outlets, and Boat docks.
2. HOH sign communicating the procedure to wash your hands, and how to use PPE.
3. Guest facing signage in public areas as well as high traffic areas to notify guests of PPE and social distancing requirements based on state/local jurisdictions.
4. Guest facing tracking sheets indicating cleaning times for public restrooms and ice machines

## ASSOCIATE & GUEST PROTOCOLS

## HOTEL PLAN



## SOCIAL & PHYSICAL DISTANCING

1. Floor markers for the lobby areas, elevator landing, B&F outlets, and Boat docks.
2. Boats will have maximum seating rules in place along with markers to indicate 2 meters distance and boat captains will enforce the rules accordingly.
3. Employee will be positioned in the lobby area to enforce social distancing.
4. Signage to inform of maximum capacity in elevators
5. Chairs around the bar are rearranged to reflect 2 meters distance from each other.
6. Plexiglass barriers are installed at the front desk, navigator desk, timeshare office, bellmen station.
7. Maximum capacity rules in place in back offices.
8. Offices to be visited by guests and team members will only be available based on appointments.
9. Social distancing rearrangements in all B&F outlets, Spa and Retail.



## GUEST ROOM ENTRY

1. The room service procedure will be followed until the guest door, the guest will need to take the RS table inside, once the guests finished, will put the RS table outside of the room.
2. Housekeeping service will be reduced to once per week in a 7 day stay and upon departure. Options will be offered to the guest upon arrival. These options will include [no service or limited service]
3. The room service delivery table will be disinfected after each service.

4. Knock and step back for all room delivery while guest collects items on the tray



### FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

1. Reduce space in restaurants to accomplish the social distancing policy.
2. Add marks for waiting distance for Restaurants access line
3. Do not pre-set table, tables and chairs will be sanitized after use.
4. Installation of hand sanitizer dispensers at the entrance of each Outlet
5. Promote reservations for restaurant dinners (allowing us to better arrange the floor plan and adapt it to the sizes of the groups)
6. Auto service buffet has been eliminated, will be serving a la carte and also offering and encourage the guest to use Grab and go service.
7. Use Ecolab sanitizing products
8. Ensure hand sanitizing stations are stocked, clean and well-maintained
9. Define maximum capacity for each type of set-up and meeting room
10. Prioritize a la carte and grab 'n go services (instead of buffet)

## HOTEL PLAN: ADDITIONAL ITEMS

1. Room Recovery Plan
2. Reopening Action plan per department
3. Loss prevention Plan
4. Commitment to Clean Binder enforced by Quality Assurance Manager
5. Guest Service Post covid-19 plan
6. [www.renarubamedia.com](http://www.renarubamedia.com)

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