

## Renaissance Aruba's Safety Protocol Update

While travel to our beautiful resort remains suspended through the end of June, we are using this time to make enhancements that will allow you to safely enjoy the high-end experience you've come to expect. We want to be fully prepared to greet you when the time is right so our employees are getting trained on enhanced sanitation programs, health protocols, and practicing physical distancing. At Renaissance Aruba, your health and safety is our first priority. So, when you're ready, you can feel comfortable resting, relaxing, and enjoying our fabulous resort. **Please see below for the extensive list of health and safety procedures Renaissance Aruba will be implementing for your safety.**

- **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 anti-bacterial hand towel and in-room hand sanitizer, will await guests upon arrival.
- **Enhanced System for Cleaning and Sanitizing Rooms:** All rooms will be disinfected, deep cleaned, again disinfected, inspected and sealed. The sealed room will indicate to guests that their room has been cleaned according to the newly enhanced sanitation program and that no one has entered the room following the cleaning. Each room will also be outfitted with a pack of disinfecting wipes for guests to use in between the regular housekeeping cleanings.
- **Enhanced System for Cleaning and Sanitizing Public Areas:** All public restrooms will be cleaned, sanitized and inspected in 30-minute intervals. High-traffic areas such as kitchens, bars, casinos, restaurants, fitness centers and swimming pools will implement the enhanced cleaning protocol specific to that area's needs. The resort has also increased the number of cleaning personnel on each floor to continuously clean railings, high-touch areas, elevator cabins and control panel buttons. Hand-sanitizing stations will be provided for guests and team members throughout the resorts and at all dining locations.
- **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 will be restricted to one person or party per trip with an elevator host placed at the entrance of the lobby elevator bank. Shuttle service between the Renaissance Marina Hotel and Renaissance Ocean Suites will also be limited to one person or party per trip. Plexiglass screens will be placed at the front desk, host stations, bars and casinos. All guest-facing staff will wear gloves and face masks.
- **Food and Beverage Outlets:** The resort will reduce overall capacity at their restaurants and bars using a reconfigured layout of all tables, chairs and barstools. This will greatly increase the physical distance between parties. Guests will be able to enjoy all of Renaissance Aruba's dining establishments without worry and with the ability to focus on the food, cocktails, and the company of private groups. At this time, no buffets will be offered, and all restaurants will feature à la carte service.



- **Renaissance Island:** The resort's exclusive Renaissance Island will continue to transport guests by private boat. However, each boat will be 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 they host each year. Groups, meetings and event planners will now be able to tour the property and event spaces through virtual site inspection tours. Capacity charts for meeting set ups have been adjusted to reflect physical distancing and buffets will be replaced by action stations staffed by chefs for individual plating, grab & go markets or a la carte service depending on the need and preferences of the event coordinators. Additionally, the resort has moved to a linen less or one-time use linen set up to go along with their increased frequency of cleaning and disinfecting of all meeting areas. Hand sanitizing stations will also be placed throughout the meeting spaces for easy access by meeting attendees.
- **Wind Creek Crystal and Seaport Casinos:** Renaissance Aruba has developed a new reservation system which will allow guests to 'reserve' a day and time in advance. This will allow the resort to monitor a safe number of guests and team members on the property and on the casino floor at a given time. In addition, the following casino procedures have been implemented:
  - Table games will have a maximum of three players per table.
  - Slot machines will be placed "Out of Service" until selected by a guest and turned on by the casino host.
  - There will be a limited number of chairs available on the floor, and they will be repositioned based on the guest's selected game.
  - All guests will be at least 6 feet apart on the gaming floor.
  - Both employees and guests will be required to wear face masks.
- **Team Member Training and Precautionary Temperature Checks:** Renaissance Aruba is ensuring all team members stay healthy and safe both inside and outside the workplace with ongoing specialized training on precautionary measures geared toward preventative protocols and added sanitation practices. All staff will be required to know where the nearest hand-sanitizer stations are located at all times, wear protective face gear and gloves at all times while on the resort, and ensure uniforms are not worn during travel to and from work. All team members across resort locations will also undergo required temperature checks before the start of each shift.
- **Supplier-Held Standards:** All vendors, suppliers and partners will be held to the new Protocols of Cleanliness standards by restricting delivery windows to one party at a time, limiting physical contact, sanitizing all touchpoints, and by removing all outer packaging upon arrival.

We look forward to welcoming you back to paradise when the time is right. 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 send an email to [sales@arubarenaissance.com](mailto:sales@arubarenaissance.com).

