

ENSURING THE SAFETY OF OUR GUESTS & OUR TEAM

1. What are Beach Enclave's housekeeping Standard Operating Procedures?

At BE we take standards for hygiene and cleanliness very seriously and are taking steps to ensure the safety of our guests and our team members.

We wash all bed linens and towels daily with a disinfecting laundry detergent. Bed scarves, bedspreads, and decorative bed pillows will be removed. Un-used robes and slippers will be replaced and washed after each guest stay. Hand sanitizer, face masks, latex gloves are also provided for all guests.

Additionally we will focus on disinfecting all hard surfaces (e.g. floors, desks, countertops, tables). Disinfectant control logs will be kept in the villa and signed after the disinfecting has been completed. Focus we will be placed on high-touch areas such as door handles, light switches, in-room tablets, safes, coffee machines, in-room tablets, TV remotes, etc. All watersports equipment will be disinfected after every use. Mops and housekeeping equipment are disinfected prior and after every use with phenolic anti-bacterial disinfectant.

Antibacterial soap will be provided in all bathrooms. Antibacterial gel will be provided in the main living area sanitation station at the entrance with disinfectant wipes, gloves and masks.

All gym equipment is cleaned with a disinfecting solution containing at least 70% alcohol. Paying extra attention to high-touch areas, such as weight equipment, treadmill interfaces and handrails, and yoga mats and exercise balls. Taxis are also disinfected after each trip. We will perform daily temperature checks to our team members prior to starting their shift.

2. Does Beach Enclave utilize Green products for sanitation and disinfecting the Villa prior to our arrival? What are the products being utilized?

Yes. We have partnered up with eco sure and ecolab and use their cleaning and disinfecting products. These products include their 73 Bathroom disinfectant cleaner, Neutral Disinfectant cleaner, Sanitizing wipes, Peroxide cleaning and disinfectant. These products are EPA certified eco-friendly.

3. What process can we expect once we arrive at the airport and deplaning at immigration and customs?

The Turks and Caicos Government is actively working on implementing new airport procedures. BE is committed to continuing to support and personalize the arrival experience.

We will be in touch on procedures as they are developed and keep all guests informed of the requirements.

4. What BE employee criteria and certifications are required for our safety and cleanliness?

Beach Enclave employees go through extensive housekeeping training and are trained on COVID 19 sanitation standards by Ecolab.