



GOLD STANDARD PROGRAM BHA

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MARIPOSA HOLDINGS AND INVESTMENTS LIMITED

October 22, 2020

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EXECUTIVE SUMMARY

OVERVIEW

Daydreamin Bed and Breakfast has been operating for seven years on Ambergris Caye as a premier five star Boutique Hotel with the highest ratings from Air BnB (Super Host), Booking.com, and Trip Advisor. We have four Luxury individual cabañas that sit around a pool area. We also have an onsite office/casita and our award-winning restaurant, Marbucks Coffee House, recently rated as being in the top ten percent of restaurants worldwide. We offer a smaller intimate setting for discerning individuals and couples. All of our guests are treated to a gourmet breakfast at their private table in front of their casita.

GOALS

Our plan is to continue to provide world class accommodation and service to our clients while adhering to the guidelines put forth by the BTB as far as cleaning, monitoring, and reporting in this trying time. As always, the health and safety of our staff and guests is our paramount concern.

PROJECT OUTLINE

This business continuity plan will describe the measures to be implemented in accordance with the Tourism Gold Standard (TGS) Application for Accommodations created by the Belize Tourism Board.

1. APPOINT A GOLD STANDARD PROGRAM MANAGER TO IMPLEMENT PROTOCOLS AND ENSURE COMPLIANCE

1.1 TGS Program Manager and Alternate

The primary manager will be:

- Rob Eykelbeysh: Owner of Mariposa Holdings and Investments Limited.
- Email: daydreaminbelize@gmail.com
- Personal mobile number: 601-3306

Rob's alternate will be:

- Ms. Marlene Houghton: Owner of Mariposa Holdings and Investments Limited
- Email: daydreaminbelize@gmail.com
- Personal mobile number: 624-5589.

1.2 Duties and Responsibilities of the TGS Program Managers

The TGS managers will be responsible for the following:

- Developing and implementing health and safety plan for the property, including signage.
- Ensuring all employees receive training and follow protocols.
- Conducting regular spot checks to ensure protocols are being followed.
- Monitoring and recording data in all logs.
- Monitoring cleaning supplies and PPE and reordering as required.
- Functioning as the main point of contact for all health and safety issues, employee and guest complaints, documenting and investigating of complaints.

1.3 TGS Training Sessions

- All employees and managers will watch training sessions as required by BTB as they become available .
Note they should be downloadable for ongoing reference and re-training.

2. IMPLEMENT MONITORING & REPORTING

Non-invasive temperature checks and symptom questionnaires will be conducted on all individuals entering the Resort property, and the results will be documented/logged as described in the following sections. Specifically:

- Employees will be checked by the Manager on Duty upon arrival at work and again immediately after the lunch break.
- Guests' temperatures will be checked upon arrival and in the event of symptoms developing.
- Vendors and suppliers will be limited to using the back entrance only and will be checked for high temperatures and any other obvious COVID-19 symptoms.

Daydreamin Bed and Breakfast will register to be a part of the web-based Tourism Health Information System (THiS). In addition, the Manager on Duty will constantly observe employees and guests for any signs of infection to include dry cough, extreme tiredness, complaints of headaches and pain, sore throat, or difficulty breathing.

Any employee, vendor, or guest who arrives and has a temperature greater than 100 degrees will be denied access to the property.

- **Employees or vendors** will be immediately directed to the proper medical care after contacting the Central Ministry of Health Hotline (0-800-MOH-CARE) or San Pedro 613-0690 / 671-0911.
- **Guests** that display a high temperature will immediately be quarantined to a separate apartment approximately 100 feet from the Resort's public areas. The Manager on Duty will then contact the Ministry of Health Hotline for further instructions.

2.1 Employee Temperature Log Template

Daydreamin Bed and Breakfast

EMPLOYEE TEMPERATURE MONITORING LOG

DATE	TIME	EMPLOYEE NAME	RECORDED TEMPERATURE	SCREENER NAME	COMMENTS

2.2 Guest Temperature Log Template

Daydreamin Bed and Breakfast

GUEST TEMPERATURE MONITORING LOG

DATE	TIME	GUEST NAME	ROOM #	RECORDED TEMPERATURE	SCREENER NAME	COMMENTS

2.3 Supplier Temperature Log Template

Daydreamin Bed and Breakfast

SUPPLIER TEMPERATURE MONITORING LOG

DATE	TIME	SUPPLIER NAME	SUPPLIER EMPLOYEE NAME	RECORDED TEMPERATURE	SCREENER NAME	COMMENTS

2.4 Restaurant Seating Log Template

Daydreamin Bed and Breakfast

RESTAURANT SEATING LOG

DATE:

SERVICE: ☐ BREAKFAST ☐ LUNCH ☐ DINNER

NAME OF SERVER	TABLE	TIME	GUEST NAME	TEMPERATURE CHECK

2.5 Employee Shift Log Template

Daydreamin Bed and Breakfast Daily Attendance Register

DATE	TIME ARRIV ED	TIME OUT (LUNCH)	TIME IN (LUNCH)	TIME DEPARTED	TOTAL HOURS	EMPLOYE E SIGNATUR E	MANAGER SIGNATUR E

2.6 Transport Log Template

Daydreamin Bed and Breakfast Transport Log

DATE: _____

NAME OF DRIVER: _____

LICENSE # OF VEHICLE: _____

NAME OF TRAVELE R	TIME LEFT THE PROPER TY	DESTINATION/ PICKUP	PLACES STOPPED	DURATION	TIME RETURNED

3. ENSURE SOCIAL DISTANCING PROTOCOLS

Because Daydreamin Bed and Breakfast caters to small groups (primarily couples), all guests that visit us are traveling together within the same family or small social group. Therefore, they will not be exposed to others not in their traveling group.

Social distancing between guests and Resort personnel will be enforced and all Resort employees will be expected to wear masks and maintain 6' separation, where possible, when in Resort public areas. Also, all staff will be required to wear appropriate PPE when performing their back-of-house duties (Laundry, Kitchen, Grounds keeping) to prevent transmission among employees.

Check-in and check-out queues are not an issue as parties are dealt with individually as they arrive. Guests are taken directly to their accommodations and checked in there, reducing any potential for contact with other guests or things they might have touched. In the event that two or more parties arrive at the same time, the other parties will be asked to wait in the socially distanced seating on the open air patio.

3.1 Social Distancing Signage to be Posted Throughout the Resort

The following posters will be displayed throughout the Resort's common areas as a reminder to observe public health measures (hand-washing, etc) and social distancing:



SIGNAGE TO BE POSTED ON THE OFFICE DOOR:



SIGNAGE TO BE POSTED AT THE ENTRANCE TO THE KITCHEN:



SIGNAGE TO BE POSTED IN THE KITCHEN:



SIGNAGE TO BE POSTED AT THE POOL:



3.2 Images of Social Distancing Measures Implemented in the Dining Area

MARBUCK'S OUTDOOR RESTAURANT AREA (ALL TABLES ARE MINIMUM 6FT APART):





3.3 Images of Social Distancing Measures Implemented in All Other Common Areas

POOL AREA WITH ALL SEATING MAINTAINED A MINIMUM OF 6 FEET APART:



4. IMPLEMENT ENHANCED CLEANING & SANITIZATION PROCEDURES

Between each stay, we will follow the BTB Cleaning and Disinfecting Guidelines:

- Put on clean gloves, visually inspect room and restock supplies.
- Remove and dispose of any food, beverages, or miscellaneous items left by the guest.
- Remove and dispose of excess used amenities in the room (ex. Partial toilet paper rolls, facial tissue, soap, etc.).
- Limit the number of items placed in the room to assist with inventory controls and waste.
- Remove all linens and towels including those that do not appear to have been used, and strip all bed linen after each stay.
- Ensure gloves are changed between tasks (especially before making the bed and after cleaning the bathroom).
- Dust, clean and disinfect all hard surfaces in room with focus on high touch points.
- Pick up debris empty trash cans and recycling bins making sure to securely tie-off full bags for transport.
- Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.
- Sweep then mop hard-surfaced floors (tile/LVT).
- Remove gloves; perform proper hand hygiene.

During guests' stay, rooms will be cleaned every other day following BTB guidelines:

- Clean and disinfect all high-touch surfaces (i.e., nightstand, TV, remote control, light switches, doorknobs, luggage rack, etc.) with multi-purpose disinfectant.
- Ensure treated surfaces remain wet for contact time indicated on product label.
- Sweep hard-surfaced floors (i.e., tile/LVT) to remove dry soil. Then, spray floor cleaner onto flat mop pad and mop beginning at the far corner of the room working toward the door.
- Finish room by spraying Room Refreshers on soft-surfaces, including
- carpet and curtains. Start at the far corner of the room and work toward the door.

During and between guest stays, bathrooms will be cleaned and sanitized according to BTB Guidelines:

- Wearing gloves, spray bathroom cleaner disinfectant in shower and tub ensuring full coverage. Spread if additional coverage needed. Ensure high-touch surfaces like shower handles and grab bars are properly wetted.
- Spray multi-purpose disinfectant in sink and on counter tops/vanity. Ensure faucet is properly wetted.

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- Spray bathroom cleaner disinfectant or multi-purpose disinfectant on inside and outside of toilet, including seat. Ensure toilet flush lever is properly wetted.
 - Allow product(s) ample time to address soils and disinfect by leaving surfaces wet for contact time indicated on product label(s). Continue cleaning guest room while products dwell.
 - Wearing gloves, apply additional bathroom cleaner disinfectant to shower/tub as needed. Scrub complete interior surface. Rinse and dry surface completely.
 - Spray multi-purpose disinfectant or glass cleaner onto cloth. Wipe mirrors top to bottom until there are no streaks.
 - Wipe down counter tops/vanity, sink and faucet with microfiber cloth.
 - Use toilet brush to scrub bowl. Wipe exterior with non- abrasive scrub pad or microfiber cloth.

Hard, non-porous surfaces, if dirty, will be cleaned using a detergent or soap and water prior to disinfection. For disinfection, common EPA-registered household disinfectants will be used, such as:

- Clorox bleach solution (5 tablespoons bleach per gallon of water),
- Fantastik All-Purpose cleaner (Quaternary Ammonium),
- Lysol Bathroom Cleaner (Citric Acid).

For porous surfaces (drapes, bedding, etc.), we will clean visible contaminants (if present) with approved cleaners. They will then be laundered in the warmest water possible and dried completely.

Electronics (phones, keyboards, remote controls, etc.) will be disinfected with disinfecting wipes such as Clorox Disinfecting wipes.

In addition, all employees will be trained in good personal hygiene practices as well as the proper use of any required PPE. All employees will wear face masks while at work.

4.1 Cleaning Log Template

Daydreamin Bed and Breakfast Cleaning Log

DATE	TIME	AREA CLEANED	EMPLOYEE NAME

4.2 Disinfection Log Sample

Daydreamin Bed and Breakfast Disinfection Log

DATE	TIME	AREA DISINFECTED	EMPLOYEE NAME

4.3 High-Touch Surfaces Checklist

Daydreamin Bed and Breakfast High-Touch Surfaces Disinfection Checklist

Surface	Disinfected (Y/N)
Office	
Door knobs/handles	
Light Switches	
Outdoor restaurant area	
Tables/Chair	
Condiment dispensers	
Menus	
Rooms	
Door knobs/handles	
Light Switches	
A/C Controls	
Faucets/Bathroom Fixtures	
Pool Deck	
Tables/chairs	
Handrail of pool	

CLEANING CHECKLIST FOR MARBUCK'S COFFEE HOUSE (OUTDOOR RESTAURANT)

[illegible]

CLEANING CHECKLIST FOR OFFICE

Daydreamin Bed and Breakfast Office Cleaning Checklist

Clean 2x per day, morning and afternoon

Please note: the office is accessed ONLY by the managers.

	DATE		DATE		DATE... (ongoing)	
	Initials		Initials		Initials	
Office	AM	PM	AM	PM	AM	PM
Hand-santizing Station						
Door knobs/handles						
Light switches						
A/C Remote						
Desk top						
Chair handles						
Keyboard						
Printer						
Filing Cabinet						
Telephone						
Ovens cleaned and turned off						
Pens/markers						
Keys						
Credit card machine						
Trash can emptied						

CLEANING CHECKLIST FOR GUEST ROOMS

Daydreamin Bed and Breakfast Room Cleaning Checklist

Deep clean carried out pre- and post-stay, housekeeping carried out every other day

	Pre-Stay	Day 1	Day 2	Day 3	Day 4....	Post-Stay
Housekeeping	Initials	Initials	Initials	Initials	Initials	Initials
Clean and disinfect all high-touch surfaces						
Clean shower and tub						
Clean toilet and vanity						
Clean mirrors						
Remove/replace used towels						
Sweep floors						
Mop floors						
Change linens every 3 days						
Empty trash						
Spray with room freshener						
Deep cleaning						
Clean A/C filters						
Sanitize bathroom fixtures						
Sanitize sink/vanity/toilet						
Sanitize tub/shower						
Dust, clean, and disinfect the outside of trash bins and replace liners						
Remove excess amenities						
Remove food, beverages or other products left by guests						

	Pre-Stay	Day 1	Day 2	Day 3	Day 4....	Post-Stay
Launder drapes, bedding and towels						
Sweep floors						
Mop floors with floor cleaner						
Spray room fresheners						
Clean windows						

CLEANING CHECKLIST FOR POOL

Daydreamin Bed and Breakfast Pool Cleaning Checklist

Daily deep clean from 6 am to 7 am

Daily maintenance after pool closes

	DATE		DATE		DATE... (ongoing)	
	Initials		Initials		Initials	
Deep clean	6 AM	CLOSE	6 AM	CLOSE	6 AM	CLOSE
Vaccum						
Skim						
Clean filters						
Test water quality						
Chlorine within range of 2-4 ppm						
pH within range of 7.2-7.5						
Total alkalinity within range of 80-120						
Daily maintenance						
Disinfect lounge chairs						
Disinfect hand rail						
Place used towels in laundry						

CLEANING CHECKLIST FOR PUBLIC RESTROOMS

Daydreamin Bed and Breakfast Restroom Cleaning Checklist

Clean every 2 hours between 9 AM and 7 PM

Manager to check twice per day

[illegible]

4.4 OTHER ENHANCED CLEANING

Each day during office hours, one employee will be dedicated to inspecting, cleaning, sanitizing and disinfecting the high-traffic, high-touch areas of the resort. All high-traffic common areas will be disinfected with an approved product accordingly:

- Resort lobby/office – 2x daily
- Doors, including but not limited to, doorknobs and handles – hourly during office hours
- Handrails of staircases, where applicable – hourly during office hours
- Common Area Restrooms – Every 2 hours during office hours
- Swimming pool – cleaned daily at 6 am before guest use; table/chair surfaces after each guests' use.
- Dining Facility – before and after every meal (Breakfast, Lunch, Dinner)
- Luggage will be sanitized upon arrival and delivered to guests' rooms.
- Hand Sanitizers and disinfecting wipes will be in each room.
- Housekeeper will not enter a room if a guest is in the room.
- All cleaners and chemicals will have a Material Safety Data Sheet (MSDS) and employees will be instructed in proper use. Sample MSDS:

Material Safety Data Sheet

1. Identification of the Substance and the Company

Product Name: Staines Industries Hand Sanitizer

Supplier: Staines Industries

Address: CPS Belize – Product of Belize

Phone number: 501-614-7446

Intended Use: Hand sanitizer to help reduce bacteria on skin that could cause disease;
Recommended for repeated use.

2. Hazard Identification:

Flammable, Harmful if swallowed, Irritating to eyes and skin, Keep away from fire or flame.

3. Ingredients:

Isopropyl Alcohol (71%)

Distilled Water

Hydrogen Peroxide

Glycerol,

Glycerin,

Tylose

4. First Aid Measures:

General: In all cases of doubt, or if symptoms persist, seek medical attention.

Skin: For external use only. If irritation or rash appears and lasts, stop use and ask a doctor.

Eyes: Do not use in or near eyes. In case of contact, rinse eyes thoroughly with water.

Ingestion: If swallowed, get medical help or contact a Poison Control Center right away.

The following signage will be posted in employee and public areas:



5. DEVELOP A RESPONSE PLAN

5.1 Detailed Response Plan

If a suspected COVID-19 case presents itself at Daydreamin Bed and Breakfast, we will utilize the following 10-step plan in response:

- A. **Communication** - Our Gold Standard Program Manager (or alternate) will communicate with the guest or employee that is suspected to be a COVID-19 Case, that we have ascertained via our health screening protocols that they are presenting one or more symptoms related to COVID-19. And that based on our internal protocols and the recommendations by local public health officials, they and their travelling group may be asked to be isolated until a test can be done to confirm.
- B. **Isolation** – if a staff member is suspected of infection, they will be isolated to a self-contained house (our designated quarantine apartment) that is located approximately 100 feet from any common areas of the Resort. If a guest is the suspected case, they will be quarantined to their individual hotel room or the quarantine apartment as needed.
- C. The Gold Standard Program Manager (or alternate) will immediately notify nearest Public Health Department Office or Medical Professional - 0-800-MOH-CARE and/or San Pedro 613- 0690 / 671-0911. The appropriate Embassy will also be contacted. BTB will be contacted and THiS application updated appropriately.
- D. The Gold Standard Program Manager (or alternate) will notify our staff and other guests on the event and the possible exposure. At that time she/he will recommend to request voluntary isolation of guests and employees until test results return.
- E. The Gold Standard Program Manager (or alternate) will then collect and prepare all relevant information that may assist the medical professionals in contact tracing and clinical diagnosis. In the case of an employee, they will collect Name, Age, Gender, Address, Contact Information for Close Contacts (persons that live with them), any Medical Information available, and a work schedule for the past two weeks. In the case of a guest, they will collect Name, Age, Gender, Address, Country of Origin, Information on Check-In and Proposed Check-Out, Information on Activities done (such as Tours, Conferences attended, etc.), similar Information on Close Contacts or Travelling Party.
- F. All staff will facilitate the Public Health Department in carrying out the requisite medical evaluation and testing (if necessary).
- G. We will then follow the guidelines requested by Public Health Officials on need for quarantining, disinfecting or to re-start operations.
- H. If the suspected case is proven to be positive for COVID-19, we will conduct a deep cleaning of all facilities within our operations 24 hours after the individual has been removed from the premises and prior to re-opening.

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- I. Mandatory temperature and health screening of all employees and guests will continue for 14- 21 days. Quarantining of staff will be implemented, if required.
 - J. Upon reopening, we will maintain all previous Social Distancing and Health Screening procedures.

5.2 Isolation Area for Guests

If a guest is the suspected case, they will be quarantined to their individual hotel room or to a separate quarantine apartment approximately 100 feet from any of the publicly accessible areas of the resort.

5.3 Isolation Area for Employees

If a staff member is suspected of infection, they will be isolated to the same self-contained quarantine apartment shown in Section 5.2, which is approximately 100 feet from any of the publicly accessible areas of the resort.

5.4 Closest Medical Facilities

The closest medical facilities are Belize Medical Associates in San Pedro (Rodriguez San Pedro Polyclinic II – 226-2536). Guests will be transported according to instructions from medical professionals.

Other important contacts are:

- Ministry of Health - Main # 0-800-MOH-CARE - San Pedro – 613-0690/671-0911
- U.S. Embassy, Belmopan – 501-822-4011
- Canadian Consulate, Belmopan - 501-223-1060

5.5 List of Personal Protective Equipment for Employees

Employees will be provided with a list and accompanying visual aids for the following personal protective equipment (PPE) items:

- Contactless digital thermometer
- Single-use Disposable rubber gloves
- Single-use Disposable face masks
- Multi-use Washable face masks
- Washable apron
- Alcohol-based hand sanitizer
- Hair nets (kitchen staff)



5.6 Communicating with Guests and the Relevant Authorities

The TGS Program Manager (or alternate) will collect and prepare all relevant information that may assist the medical professionals in contact tracing and clinical diagnosis. In the case of a **guest**, they will collect Name, Age, Gender, Address, Country of Origin, Information on Check-In and Proposed Check-Out, Information on Activities done (such as Tours, Conferences attended, etc.), similar Information on Close Contacts or Travelling Party.

The TGS Program Manager will immediately notify nearest Public Health Department Office or Medical Professional - 0- 800-MOH-CARE and/or San Pedro 613-0690 / 671-0911. The appropriate Embassy will also be contacted. BTB will be contacted and THiS application updated appropriately.

The TGS Standard Program Manager (or alternate) will also keep in contact with the MOH and Medical Facilities to monitor the outcome of the case(s).

5.7 Cleaning/Disinfecting After a COVID-19 Case

If the suspected case is proven to be positive for COVID-19, we will conduct a deep cleaning of all facilities within our operations 24 hours after the individual has been removed from the premises and prior to re-opening. We will follow all guidelines requested by Public Health Officials on need for quarantining, disinfecting or to re-start operations.

Cleaning staff will:

-
- A. Put on PPE and enter room(s)
 - B. All porous material (linens, towels, curtains, garbage, etc.) will be bagged and removed from the room for sanitizing or disposal.
 - C. Room and bathroom will be sprayed with disinfectant and allowed to sit for required time according to label directions.
 - D. High touch areas will then be specifically cleaned and disinfected.
 - E. All floors will be cleaned with a detergent based cleaner.
 - F. Cleaning staff will exit room, remove and dispose of masks and gloves.

In addition, mandatory temperature and health screening of all employees and guests will continue for 14-21 days. Quarantining of staff will be implemented, if required. Upon reopening, we will maintain all previous Social Distancing and Health Screening procedures.

5.8 List and Images of Cleaning Equipment

The following items will be included in our Cleaning Preparation Equipment Inventory List:

- Contactless digital thermometer
- Single-use Disposable rubber gloves
- Single-use Disposable face masks
- Multi-use Washable face masks
- Washable aprons
- Tyvek suit
- Hand Soap
- Alcohol-based hand sanitizer
- Multi-purpose disinfectant
- Disinfecting Bathroom Cleaner
- Floor Cleaner
- Room Freshener
- Heavy duty garbage bags
- Bleach
- Laundry Detergent
- Disinfectants containing quaternary ammonium (such as Clorox wipes, sprays)
- Disinfecting Glass Cleaner
- Food Contact Sanitizer
- Dust pans/brooms, mops/buckets
- Toilet Brushes

- Refillable spray bottles
- Microfiber cloths
- Paper towels
- Masks, gloves, sanitizer, aprons and/or Tyvek suit



6. ENSURE CLEAR & CONSISTENT COMMUNICATION

6.1 Sharing of Communication Plans

Daydreamin Bed and Breakfast's COVID-19 Prevention Procedures for Guests Quick Reference Card* (laminated) will be placed in each guest room as well as disseminated to all confirmed guests via e-mail prior to arrival.

Daydreamin Bed and Breakfast COVID-19 Procedures for Guests
Quick Reference Card

- Frequently perform hand hygiene by washing hands thoroughly with soap and water or using a hand sanitizer.
- Wear a face mask except when eating, drinking, swimming or smoking.
- Maintain social distancing with guests not in your traveling party.
- Cover mouth and nose with tissue when sneezing or coughing and discard tissue in the waste bin.
- Avoid touching your eyes, nose, and mouth.
- Members of the public are not permitted in the resort office. Please observe social distancing requirements for all publicly accessible areas. If you have any of the following symptoms, please remain in your room and contact the Manager on Duty (501-601-3306) or any member of the resort staff:
 - dry cough
 - fever/chills
 - shortness of breath
 - body ache
 - fatigue
 - sore throat
 - loss of taste or smell

In addition, the following information will be added to our **Accommodation Agreement** (emailed to guests):

Entry Requirements:

1. Passengers that provide certification of a negative test result from a COVID-19 PCR test done within 72 hours of travel, will be allowed immediate entry into Belize via a “fast track’ Lane.
2. Passengers that do not provide a negative COVID-19 test, MUST test upon arrival in Belize, at the passenger’s expense. A negative test result will allow entry into Belize.
3. Passengers who test positive for COVID-19 at the Belize International Airport will be placed in mandatory quarantine for a minimum period of fourteen (14) days at the passenger’s expense.

During your stay in Belize, all visitors will be required to:

4. Wear a mask during the entire landing, deplaning, and arrival process and while in the airport. Undergo temperature checks using non-contact digital infra-red thermometers or Thermal Imaging Cameras.
5. Adhere to social distancing guidelines in all queues for health checks. Immigration, and Customs’ inspections.
6. Follow and respond to the comprehensive pro-active, contact tracing guidelines to facilitate appropriate and rapid response from health officials, should Covid-19 symptoms develop.
7. Utilize the sanitizing stations to sanitize hands frequently and facilitate other health screening requirements upon arrival.

Upon arrival, all guests will be given an orientation briefing that includes all procedures and protocols for COVID-19 prevention and response.

We will also e-mail our guests all requirements for entering Belize and what is to be expected upon arrival at PGIA. This information will also be available on our website, <https://www.daydreaminbedandbreakfast.com/>

SAMPLES OF COMMUNICATIONS MATERIALS TO BE SHARED WITH GUESTS



NEW ENTRY REQUIREMENTS AND PROTOCOLS FOR VISITORS

Dear (),

Thank you for booking your stay with us!

We are an approved, Gold Standard hotel and we look forward to welcoming you to our beautiful country. Belize's number one priority is establishing enhanced health and safety measures to protect you and ensure that you'll enjoy your vacation.

The following are some guidelines to help prepare you for your trip and what you can expect when you arrive in Belize.

Before Your Visit

- Download the Belize Health App and complete the required information prior to boarding the flight to Belize. A QR code with a unique ID number will be returned to you, and will be used for contact tracing while in Belize.
- We encourage you to take a Covid-19 PCR test within 72 hours of travel to Belize. All passengers must undergo testing upon arrival, however bringing along a negative PCR test can shorten your processing time.

On Arrival in Belize:

- You will disembark the plane and proceed to health screening.
- If you brought along your negative COVID-19 PCR test you will proceed to the 'fast track' lane for Immigration & Customs processing.
- Persons who do not bring the results of a PCR test will be tested by health officials before they will be allowed to enter the terminal building. Test results take approximately 15 minutes to be received. Testing is at the passengers' expense and costs US\$50.00.
- If your results are negative you will continue with the entry process. Visitors who test positive, will be placed in a Government approved hotel for a minimum 14-day quarantine at the passengers' expense.

During your Stay in Belize:

- While in country facemasks are mandatory in all public spaces, and you are expected to practice social distancing and proper hand hygiene to protect yourself and others you come in contact with.
- Guests will not be allowed off the hotel compound unless accompanied by an approved tour operator on a tour.
- Our property offers full service amenities (restaurant, bar, pool &/or beach access, and onsite activities), and we'll also be working to provide a taste of local culture, food and entertainment on property, so that you can experience the destination and "live like a local".
- Please let us know what your interests are and we will gladly arrange these tours for you.

For further information on the new destination protocols and frequently asked questions, please visit:

<https://www.travelbelize.org/health-safety>

Thank you for choosing Belize, and we look forward to having you with us!

Warm Regards

Employees will be trained in all Plan protocols as well as their roles and responsibilities in executing our Plan. Employees will immediately be briefed on any changes to the Plan as well as any repercussions for not adhering to the Plan.

All printed materials in the guest rooms are laminated and placed in binders that will be sanitized before each group's arrival.

6.2 List of Platforms to Reinforce the Messages with Guests

Daydreamin Bed and Breakfast will make use of a variety of means and platforms for communicating the new requirements to guests. These include:

- Email correspondence
- Modifications to the resort Accommodation Agreement, as described above.
- Modifications to the resort web page, as described above.
- Posting information on the resort's Facebook page.
- Posting information on the resort's booking platform (AirBnB).
- In-person orientation
- Laminated quick reference cards placed in the guest rooms, as described above.
- Signage posted in common areas.

6.3 COVID-19 Best Practices Signage

The following Social Distancing and hand washing (COVID best practices) signage are laminated and placed throughout the public areas of the Resort. Please see Section 3.1 of this document for additional examples.



6.4 Images of Communication Materials as Implemented

All signage throughout the resort, as well as the Guest information cards and menus, have been laminated to facilitate daily sanitization. Electronic (website, e-mails) communications have also been created.

EXAMPLE OF LAMINATED SIGNAGE





DRINK

DRIP COFFEE	4
ESPRESSO	7
AMERICANO	8
CAPPUCINO	12
MOCHA	14
LATTE	12
HOT CHOCOLATE	10
FRAPPUCINO	15
TEA	4
SODA	3
BOTTLED WATER	3
REAL FRUIT SMOOTHIE	16



WINE	16
SANGRIA	16
CHAMPAGNE/MIMOSAS	16
BEER	6

• • ALL PRICES IN BZE DOLLARS • •

EXTRAS // 1.00

ALMOND, COCONUT • SOY MILK
ESPRESSO SHOT, FLAVOUR SHOT, ICE

EAT

ASIAGO SANDWICH	18
spinach, bacon, onion, tomato, cheese, egg, avocado.	
BAGEL SANDWICH	15
same toppings.	
BISCUITS & GRAVY	16
FRITTATA	20
roasted potato, egg, cheddar, broccoli, sausage.	
BAGEL & CREAM CHEESE	10
everything, whole wheat, plain, onion.	
HOMEMADE BAKED FRENCH TOAST	15
Choose One Topping:	
-Fresh Bananas with Toasted Coconut Sprinkles	
-Warm drizzled Nutella	
-Caramel Syrup and Whip Topping	
(SEASONAL) AVOCADO TOAST	12
asiago toast, fried egg, avocado, topped with fresh salsa.	
CARROT CAKE	8
CHOCOLATE CHIP COOKIE	5
MUFFIN	6
GRANOLA BAR	6
SCONE	7

Daydreamin Bed and Breakfast COVID-19 Procedures for Guests

Quick Reference Card

- Frequently perform hand hygiene by washing hands thoroughly with soap and water or using a hand sanitizer.
- Wear a face mask except when eating, drinking, swimming or smoking.
- Maintain social distancing with guests not in your traveling party.
- Cover mouth and nose with tissue when sneezing or coughing and discard tissue in the waste bin.
- Avoid touching your eyes, nose, and mouth.
- Members of the public are not permitted in the resort office. Please observe social distancing requirements for all publicly accessible areas. If you have any of the following symptoms, please remain in your room and contact the Manager on Duty (501-601-3306) or any member of the resort staff:
 - dry cough
 - fever/chills
 - shortness of breath
 - body ache
 - fatigue
 - sore throat
 - loss of taste or smell



EXAMPLES OF ELECTRONIC COMMUNICATIONS

COVID-19 Belize Travel Notice added to home page of our website:

<https://www.daydreaminbedandbreakfast.com/>

7. INSTALL SANITIZING STATIONS

A sanitizing station will be placed in the following locations:

- Marbuck's Coffee House main bathroom

In addition, each guest room will be supplied with soap and hand sanitizer. If guests require face masks, a supply will be made available.





INSERT PHOTOS OF SANITIZING STATIONS (TWO OF THE

8. DEPLOY TECHNOLOGY

8.1 Reduce Physical Contact for Payments

All guest packages are currently pre-paid via PayPal, or credit card over the telephone, thus reducing the need for close contact.

A credit card number is kept on file for any incidentals incurred during a group's stay. If a guest needs to pay upon check-out, we will accept a credit card, but will encourage the use of PayPal. All credit card payments will be handled by 1 staff member and the credit card machine will be located in a separate room and disinfected after each use. To minimize the possibility of contamination, no cash will be accepted.

8.2 Revised Check-in Process

Because our resort caters to couples and privacy, many of our procedures are already low or no contact. Upon arrival, guests are taken directly to their accommodation, a self-contained cabaña. Check-in occurs in the cabaña itself, and there is contact with only 1 manager and no other guests. Breakfast is not served in a common area, but rather at a private table in front of the cabaña, which reduces the potential for contact with other guests or employees. Because our resort contains only 4 cabañas, relatively few people are typically on the pool patio at any given time. Although we previously allowed guests of Marbuck's Coffee House to use the pool, access to the pool has now been restricted to Daydreamin Guests, and the pool deck itself is being used to increase the space available for social distancing.

8.3 Other Technology to Reduce Physical Contact

All of Daydreamin Bed and Breakfast's vendors and employees have been set-up to be paid online via Atlantic Bank.



9. IMPLEMENT A TRAINING PLAN

All employees will receive initial and ongoing training to learn how to implement and maintain the Resort's Plan. The references for this training will be the Belize Tourism Board's "Enhanced Hotel and Restaurant Guidelines in Response to COVID-19" and "Re-imagining Travel in the New Norm."

A general training session on COVID-19 facts, prevention, importance of social distancing, proper PPE usage and disposal, as well as general workplace health and safety procedures will be provided to all staff members. Additionally, each Department – Management, Admin, Housekeeping, Kitchen, and Caretakers – will be provided training specific to their areas of expertise. All Kitchen staff are already certified in Food Handler's Safety.

All training sessions will be documented, and information logged relating to:

- Date of training
- Employees participating
- Topic covered
- Any amendments to hotel procedures documented with actions to be taken for monitoring and evaluation.