

# Secret Bay

DOMINICA, CARIBBEAN

## StayWell

A closer look at Secret Bay's commitment to total guest wellbeing, this year and every year.

Secret Bay's StayWell Program is built on three premises: green and clean practices, nutrition-based vitality and Dominica's healing and wonder-inducing biodiversity. Combined with the secluded nature of our six-star resort, meticulous planning by Secret Bay staff allows guests to completely unwind and explore the island with ease.



# StayWell Promise

## Overview

- Seculsion

Before it was a buzzword, physical distancing was a staple of the Secret Bay experience. Very few common areas complement freestanding accommodations spread across acres of rainforest — less than 7% of which is marked for development — making the property unmatched in seclusion and serenity. Here, residential-style villas come with their own landscaped properties, gourmet kitchens, private pools, and a personal host per villa.

- Arrival

Unlike most resorts, Secret Bay doesn't have a front desk. Guests are picked up at the airport and taken directly to their own villa's property where they are greeted by their personal villa host. Their luggage is sanitized prior to being placed in the vehicle and villa. A wellness kit with branded washable face masks, biodegradable gloves, sanitizers, wet wipes and a branded glass water bottle (for takeaway) is provided to ensure optimal comfort. Welcome Documents are available in-villa for guest review and reference and concierge is available 24/7 to facilitate any guest requests over the phone.

- Certification

StaySafe Hospitality has conducted a cleanliness and hygiene assessment and certification to ensure the guest journey meets their requirements.

- Sanitization

Guests arrive to thoroughly cleaned and disinfected villas including linens that have been transported in sealed bags, drapery sanitized using a fabric steamer, and electronics disinfected with 70% alcohol-based solution. After guest departure, the villa is misted with electrostatic spray for maximum cleaning/sanitizing in addition to standard cleaning practices. Also, touchless hand sanitizer dispensers are placed at multiple locations on the property. The resort makes use of WHO-approved cleaning and sanitizing procedures. All sanitizing chemicals and cleaning agents are environmentally friendly and are supplied by our partner Ecolab International.

- Dining

Guests are given the option of dining at Zing Zing Restaurant or in their villa (inside or on their private deck). Zing Zing, the resort's open-air restaurant, offers a "no menu" concept, meaning no heavy mass production or storage, creating a curated dining experience. Tables are arranged six feet apart. If dining in-villa, the guest's personal villa host can serve meals, or they may schedule a cooking class with our executive chef.

- Spa

The resort's Gommier Spa is a three-walled treetop retreat enveloped in nature overlooking the sea that was designed exclusively to pamper individual guests or couples. As such, there are no shared spaces with other guests. With wellness and self-care being paramount to the Secret Bay stay, treatments are designed to relax the mind and soothe the soul. Spa experiences and yoga are also available on guests' expansive private decks.

- Experiences

All guest experiences are conducted through private tours specially designed to minimize outside contact. One driver, who also serves as a tour guide, is assigned throughout each guest's stay and excursions are arranged by the concierge.



## Green & Clean Practices

Secret Bay is a Green Globe Certified property with a deep commitment to sustainability. In addition to having built the resort to be in harmony with nature, staff employ 'green' standard operating procedures and sanitization practices, which protect guests and staff as well as our precious island. All cleaning is executed with the use of EPA approved eco-friendly products from Ecolab International while wearing branded washable face masks and biodegradable gloves. Hand sanitizer is produced on-site and dispensed from sanitized glass containers.

Secret Bay maintains a Zero Waste policy. Recycling, reusing, active composting of food waste and the use of eco-friendly cutlery, crockery and glassware are all common practice. The property includes organic backyard gardens at each villa as well as an organic farm which caters to the fresh food needs of the Zing Zing Restaurant and kitchen. Each villa includes a Culligan Water Filtration System, which guests may drink from branded takeaway borosilicate water bottles as a means of enforcing its zero-tolerance policy for single-use plastic.

## Nutrition-Based Vitality

We believe food is our greatest source of health and vitality and, thus, the culinary journey at Secret Bay is largely based on wholesome eating. Our fresh, clean, local and sustainable meals are as nutrient rich as they are delicious, and our executive chef has a unique focus on superfoods. Healthy juices and smoothies are offered in addition to daily immune-boosting shots, native herbal teas, local bush remedies and even superfood-fortified cocktails. Upon request, we are happy to provide some of our best clean recipes so guests can sustain nutrition-based vitality long after departure.

## Nature Island Exploration

Science has come a long way in linking biodiversity with mental and physical wellbeing, and Dominica—branded “The Nature Island” of the Caribbean—is one of the premier examples of nature’s ability to nurture.

Proudly ranked on the shortlist of countries with the highest number of centenarians (people over 100), Dominica has an exceptionally verdant and diverse ecosystem, just begging to be explored. It is from this ecosystem that residents and travellers receive constant exposure to beneficial minerals, good bacteria and the fundamentally important free electrons that cover the Earth's surface — not to mention pure drinking water and a nutrient-rich local diet. Dominica's small population and low density allow Secret Bay to effectively manage guests' off-site adventures, allowing total freedom and wonderment while exploring the island.

## Stay Well Procedures

### Staff Practices

- **Namaste Greeting**

In lieu of hugs and handshakes, Secret Bay staff members will be offering no-touch namaste greetings to guests and other staff members.

- **Temperature Monitoring**

Employee temperature is monitored daily using a Thermal Detector.

Employees suffering from flu-like symptoms or with a recorded temperature reading of over 100 degrees Fahrenheit are confined, and the General Manager is notified. Employees will be required to leave the premises, pending medical investigation.

- **Hand Washing**

Frequent handwashing is mandatory and is executed by all employees every thirty minutes and after the execution of duties or when compromised.

- **Uniforms**

All uniforms are stored and sanitized in staff designated locations at the resort. Employees change into work attire and footwear following completion of sanitization and temperature checks, at the start of each shift.

- **Masks**

Security Officers monitor staff to ensure they are dressed in personal protective gear throughout their shift. This includes branded washable face masks and biodegradable gloves.

- **Maintenance & Landscaping**

All Maintenance and Landscaping personnel are provided with Personal Safety Equipment & Gear to execute tasks and are required to wash hands at thirty-minute intervals and when compromised.

# Arrival & Departure

- Preparation of Cold Rags

Cold rags are provided to guests on arrival for refreshment purposes. These are prepared by the Villa Host using branded washable face masks and biodegradable gloves on a sanitized surface.

Cold Rags are soaked in a mild sanitization solution, sealed in airtight containers and delivered directly to guests.

- Preparation of Airport Snacks

Airport snacks are prepared by the Food & Beverage Team and consist of local dehydrated fruit, local harvest chips, and water in take away glass water bottles.

Food suppliers are provided with written documentation of Secret Bay's sustainable sanitization requirements and items delivered to the resort are thoroughly washed with food-safe antibacterial agents where possible.

The Food & Beverage Team makes use of branded washable face masks, biodegradable gloves, and washable hair caps during the preparation of snacks in a clean and sanitized workstation.

Airport snacks are placed in sealed containers and delivered directly to guests.

- Airport/Ferry Transfers

All transfers to and from the resort are private.

Vehicles used for transfers are sanitized. This includes high contact areas such as door handles, internal handles, seats, and storage compartments.

The driver makes use of branded washable face masks and washable white gloves for the collection of Cold Rags and Airport Snacks, as well as, throughout the interaction with guests.

Luggage is sanitized at the airport before loading into a private vehicle.

Guests are provided with branded washable face masks and biodegradable gloves as necessary.

All luggage on arrival at Secret Bay is again sanitized using an antibacterial cleaning agent prior to transfer to the villa.

- Pre-stocking

Pre-stocked items consist of a variety of local herbal teas and superfoods found on the property and around the island to promote good health throughout the guest's stay. These are delivered fresh every morning to each villa.

The resort's suppliers are provided with documented notice of the best sustainable sanitization practices. Items delivered to the resort are further sanitized using an antibacterial cleaning agent before storage.

The Food & Beverage Team prepares items on sanitized workstations using branded washable face masks, biodegradable gloves, and washable hair caps.

All items are delivered after completion of villa sanitization and are discarded on guest departure.

## • Villa Cleaning Between Stays

The Villa Host and Maintenance Personnel perform all tasks using disposable biodegradable gloves and branded washable face masks where possible.

Cleaning supplies and tools are sanitized using an antibacterial agent before the initiation of housekeeping and/or maintenance checks.

Disposable biodegradable gloves are refreshed as needed throughout the process.

All personal guest items, left at the time of departure, are removed from the villa in sealed bags. +

All Linen, pillows, mattress protectors and cushion covers are removed from the villa in sealed bags for washing.

All cutlery, crockery, and glassware used and unused respectively are washed thoroughly in warm water and dried in a sanitized area.

All kitchen cupboards are sprayed with antibacterial cleaning agents and wiped dry.

The interior and exterior regions of the villa are sprayed with an Electrostatic Sprayer including the mattress, pillows, and high touch areas.

Villa is prepared with clean linen, transported in sealed bags from the laundry.

Drapes and mattress are sanitized using fabric steamer.

Electronic devices provided for personal use are sanitized with a 70% based alcohol cleaning agent.

Cutlery is steamed and placed in wooden sealed cutlery boxes for guest use in-villa.

Sanitized pre-stocking food requests are placed in the villa, together with sanitized water gear to be used throughout the guest's stay.

In addition to the availability of sanitizers, a welcome gift consisting of branded washable face masks, sanitizing instruments, biodegradable gloves and take away borosilicate water bottles, is placed in each arrival villa.

## Resort Services

### • Housekeeping

The Villa Host and Maintenance Personnel performs all tasks using disposable biodegradable gloves and branded washable face masks where possible.

Cleaning supplies and tools are sanitized using an antibacterial agent before the initiation of housekeeping and/or maintenance checks.

Countertops are sanitized and cutlery, crockery, and glassware are washed in warm soapy water, dried, and stored on sanitized surfaces.

Cutlery is further sanitized through steaming and stored in personal sealed cutlery boxes.

Linen is refreshed every three days as per our linen reuse program or as per the guest's preference.

Each villa includes a private plunge pool which is cleaned daily using antibacterial cleaning agents. Pools also consist of temperature control features that allow for added sanitization.

## • In-Villa Dining

The Villa Host performs all tasks using disposable biodegradable gloves and branded washable face masks where possible.

Prepared food and beverage items are delivered directly to the villa from the kitchen in sealed single-serving containers.

Cutlery is steamed and provided in personal sealed cutlery boxes in-villa.

The Villa Host executes table service using washable white gloves, branded washable masks, and conducts cleaning at the end of each meal accordingly.

## • Gommier Spa

Guests have the option of receiving treatment in-villa or at the spa.

The Spa Supervisor performs all tasks using disposable biodegradable gloves and branded washable face masks where possible.

Each region of the spa is cleaned using an antibacterial cleaning agent.

Spa tools and equipment are cleaned using an antibacterial agent and are sprayed with 70% alcohol-based solution before each session.

Robes, disposable slippers, and linen are delivered to Spa in sealed bags before each session.

The spa is refreshed using antibacterial cleaning agents at thirty-minute intervals and after each session.

The Spa Attendant uses a branded washable face mask during treatments.

## • Zamann Watersport Hut

The Watersports Attendant performs all tasks using disposable biodegradable gloves and branded washable face masks where possible.

Water Gear is cleaned using an antibacterial agent and is sprayed with a 70% alcohol-based solution before handing over to guests.

Each villa is equipped with sanitized snorkel gear and water shoes for guests' personal use throughout their stay.

Beach Lounge Chairs are assembled as per physical distancing requirements and are cleaned using an antibacterial agent and sprayed with 70% alcohol-based solution before and after guest use.

Guests are encouraged to use beach towels, sunscreen, after-sun lotion, and insect repellent provided in their own villas.

The Watersport Attendant uses a branded washable face mask and biodegradable gloves during the execution of services.

- **Common Areas**

There are very few common areas at Secret Bay; the Vetiver Sunset Deck and the Bwa Mang Wellness Pavilion are both equipped with touchless hand sanitizer dispensers.

The Maintenance Personnel perform all tasks using disposable biodegradable gloves and branded washable face masks where possible.

Every region of these facilities is cleaned using an antibacterial cleaning agent.

The washrooms at the Bwa Mang Wellness Pavilion and the Zing Zing Restaurant undergo frequent sanitization, as often as, every thirty-minutes, and when compromised.

Record of sanitization periods is logged by the attendant.

- **Laundry**

Secret Bay's Laundry Room is a restricted area – only authorized persons who have undergone handwashing and are equipped with personal protective gear are allowed in this area of the facility.

Items are loaded into the washer and warm water along with antibacterial cleaning agents provided by Ecolab International are automatically dispensed.

Washed items are loaded into the dryer using biodegradable gloves and placed on a sanitized folding table.

Laundry is stored in designated sanitized locations within the laundry room and is packaged in sealed bags for delivery.

Guest laundry is conducted in-villa at all times.

Record of laundry batches and sanitization periods is maintained by the Laundry Attendant.

- **Hand Sanitizer**

Touchless hand sanitizer dispensers are placed in strategic locations throughout the resort. This includes the entrance of the Vetiver Sunset Deck and Bwa Mang Wellness Pavilion, Gommier Spa, Zamann Watersports Hut and Zing Zing restaurant, along with staff workstations, and all villas.

All Service Vehicles are also equipped with Hand Sanitizer Dispensers

- **Security**

Security is on property 24/7 and take all necessary precautions to secure the facilities, staff and guests.

Officers are required to wash hands frequently at thirty-minute intervals and after all tasks and when compromised.

## • Kitchen & Restaurant

Our executive chef & team closely monitor the advice from the Centers for Disease Control (CDC) and the World Health Organization (WHO) and various other health agencies.

The Food & Beverage Team performs all tasks using washable hair caps, disposable biodegradable gloves and branded washable face masks where possible.

Handwashing is mandatory and conducted at thirty-minute intervals and when compromised.

Secret Bay's open kitchen provides a safe cooking environment for both guests and staff as it allows ample space to execute effective physical distancing.

This entails a minimum 6 feet distance between guests and staff, in addition to specific table allocation.

All crockery, cutlery, and glassware are washed in warm soapy water and further sterilized before guest use.

All cutlery is steamed and packaged in guests' personal cutlery box which is presented at the table.

All surfaces, specifically high touch areas of the restaurant such as countertops, dining tables, and chairs and menus are sanitized frequently at thirty-minute intervals and when compromised.

Bathrooms are refreshed at thirty-minute intervals using a 70% alcohol-based cleaning solution and wiped dry. Logs are displayed at each bathroom.

Bathrooms are also equipped with hand sanitizer and soap dispensers, along with disposable paper towels. Paper towels are disposed of in a hands-free bin.

## • Off-Site Experiences

All tours, including visits to popular natural attractions, are private. Only one driver, who also serves as the guest's tour guide, is used throughout the experience.

Wholesome packaged meals and snacks can be provided as an alternative to dining out while on excursions.

Recommended locations, such as sites, restaurants, and outlets, undergo verification by the Secret Bay Team to ensure sanitization practices are in line with approved procedures.

Should guests decide to dine off property, the Concierge arranges reservations at pre-approved sites, restaurants, and local outlets.

All service vehicles including boats are sanitized before each excursion. This includes high contact areas such as external handles, internal handles, seats, and storage compartments.

Temperature checks are conducted before each excursion.

Service Providers suffering from flu-like symptoms or with a recorded temperature reading of over 100 degrees Fahrenheit stay home and provide the necessary medical certification before return.

Service Providers make use of branded washable face masks and biodegradable gloves when interacting with guests and throughout the excursion when possible.

Service Providers extend a Namaste Greeting and maintain a six-foot distance from guest where possible.

# Emergency Protocols

- Symptom Display

In the event a guest or staff member displays symptoms of the COVID-19 virus, a report will be filed with the General Manager.

Guests who display symptoms will be required to remain in their villa and Ministry of Health Officials will be contacted to investigate further.

Employees who display symptoms on site, will be confined to designated locations at the staff quarters and Ministry of Health Officials will be contacted to investigate further.

Records of employee and guest interaction will be submitted to the relevant officials for contact tracing.

- Treatment

The island's COVID-19 Care Unit, located within ten minutes of the resort, is fully equipped to produce COVID-19 PCR test results in a matter of hours and to provide emergency medical treatment for COVID-19 patients.

Secret Bay also recommends travel and medical insurance for all guests in the event medical treatment or evacuation becomes necessary.