

# Magic Resorts COVID-19 protocol

Version 1, May 14 2020

Magic Resorts is committed to reduce the risks regarding COVID-19 for our guests and staff. This protocol ensures that we as a company uniformly do everything within our power to make our resorts a COVID-19 free environment, and that guests, travel agencies, and staff are informed about our actions.

This protocol can and will probably change over time as new insights will become clear and industry guidelines will be enforced or suggested.

For now this protocol is compliant with:

- TUI (Touristik Union International) guidelines.
- Philippine Department of Labor guidelines.
- Philippine Department of Tourism guidelines.
- Divers Alert Network's (DAN) advices.
- In line with prevailing industry guidelines (airlines, hotel industry).

## Our philosophy

The Clean travel concept. Once the guest is inside the resort, he/she is considered clean, and can move around the resort freely.

Some of our protocols require additional effort on the side of the guests and need extra preparation time. We expect that everyone will understand this and will cooperate.

If we are strict "at the gate" we can feel secure inside.

## Our procedures

### Health check

- 1) Arrival via an airport.
  - We assume our guests are considered healthy because of the massive efforts made by airlines to ensure their travelers are healthy, plus the additional scanning on airports before travelers are allowed to exit the airport.
- 2) From a resort or location, other than Magic Resorts.
  - Guests transferring from other locations, must show either a health certificate from the local health center, or
  - A copy of the protocol from the resort/hotel of origin with a signed certificate from the resort/hotel that they have showed no signs of infection.



### Transfers organized by Magic Resorts

In general, the same rules apply as on airplanes:

- (Hand)Sanitation for all passengers and driver prior to entry of vehicle.
- Travel parties will not be mixed with others.
- 4 passengers max. per vehicle + driver.
- Face masks for all passengers and driver are mandatory, supplied by us.
- The vehicle will be disinfected after each trip.
- All persons will undergo a contactless temperature check before entering the resort, regardless of origin and/or purpose.



### Vehicles entering the resort premises

- All vehicles will undergo a basic disinfection of the exterior, upon entering the resort.
- Applied methods will be misting or spraying, and tire mats with disinfectant.



### Check-in and check-out

- Magic Resorts will facilitate the option for contactless check-in and check-out procedures.
- The aim is to reduce transactions inside the reception, but not to eliminate (the option for) personal attention.
- All check-in forms will be send by email and can be filled up, signed and returned prior to arrival.
- An online welcome briefing video will be made available with all necessary resort and dive center information.
- The check-out bill will be left in the guest's room before check-out.
- The following payment options are (still) available: online payment, cash or credit card.



### General transmission reduction measures

- Communal rest rooms will be closed for guests. Our resorts are small enough to make it back to the guests' bungalow for a toilet stop.
- Ample availability of sanitizers throughout the resort, on the boats and in the vehicles.



### Resort staff

- All staff will undergo a contactless temperature check before entering the resort, regardless of origin or purpose.

- Staff will have to fill up a daily quick health questionnaire, for the purpose of health monitoring.
- Face masks for all staff is mandatory, all the time. Except when the specific work-related activity makes it impossible.
- The staff planning will consist as much as possible of fixed teams, to make contact tracing easier in case it's needed.
- All staff will undergo extensive training with regards to risk management related to COVID-19.
- Staff members that show signs like cough, cold and/or fever are prohibited at the property.
- A COVID-19 officer will be assigned for observing that these procedures are followed by our staff.

### **Food handling**

- There will be no direct physical contact between the food handlers and the food.
- Plastic gloves will be worn at all times by food handlers.
- Face masks will be worn by all food handlers and waiters and waitresses.

### **Suppliers**

- All suppliers of services and goods, who don't have their own protocols will have to comply with our companies' protocols and show proof of compliance.

### **Diving**

- Diving on itself is considered non-risk activity in relation to possible COVID-19 infection, and for now there is no need to implement any specific procedures for the actual diving.
- The air in diving tanks is considered safe. The high temperatures in the compressor, during filling will effectively sterilize the air from COVID-19 pathogens.
- Rinse tanks for dive equipment will contain disinfectants according to the instructions given by DAN (Divers Alert Network).
- To ensure social distancing in the dive center, only small groups, with strict timing will be allowed to avoid crowds.
- Social distancing will be enforced on the boats. Depending on the size of the boat, a safe maximum number of guests are determined.

### **Social distancing in communal spaces**

- Unfortunately, our concept of family style dining on long tables has to be slightly adjusted.
- In the restaurant the tables will be set up with ample spacing in-between.

- We have many options for alternative dining areas, like:
  - Beach houses
  - Seaside terrace
  - Pool terrace
  - Bungalow terrace
- The seating capacity of the bar will be reduced by removing 50%.



### **Cleaning the bungalows**

- Rooms will be chemically disinfected after every check-out.
- Special attention will be given to doorknobs, AC and the remote, shower handles, faucets, etc.
- A separate room disinfection training will be given to the cleaning staff.
- Disinfectants will be used during laundry of all items.



### **What if a guest does develop fever or cough during their stay in Magic Resorts?**

This is a scenario that is possible to happen and needs to be addressed. The number one message that we want to give is that Magic Resorts will take care of its' guests as always and in the same way as you are used to. We will help guests where we can and facilitate professional care to the maximum of our capability.

- If a guest develops any symptoms, the guest will be primarily quarantined to their own bungalow, together with their roommates.
- If symptoms persist after 2 days, the local health center will be informed, and they will further advice on actions to be taken.
- Magic Resorts will assign dedicated staff for facilitating any possible medical intervention and will always be there to support when needed.