

Guaranteed Clean

For over 25 years, our actions at Coral Hospitality have been guided by one of our deeply held core values; Coral Cares. Over the past several weeks, we have been closely monitoring the developing situation with Coronavirus (COVID-19). This includes information as provided by the Center for Disease Control and Prevention (CDC), the World Health Organization (WHO) and local health agencies. The news has been dominated by rapidly developing information regarding the virus. Our thoughts and prayers are with those that are affected by the virus and all those working on the front lines to contain it and secure a healthy future for all of us.

We wanted to reach out and assure you that the safety of our guests, employees and local communities are our top priority. We want to thank you in advance for putting your trust in Coral Hospitality as you make future travel plans. Additionally, we have implemented the following in order to do our part as governmental agencies and health officials work towards a resolution to the virus.



Employees

We are conducting daily temperature and health screenings of employees and have conducted extensive training on updated protocols related to sanitation and disinfecting. Employees have also been given personal protective equipment (PPE) for use when necessary.



Arrival Experience

At this time valet parking at all Coral Hospitality properties has been suspended. We are also working to limit the necessary contact with doors and bell carts. We have implemented limited-contact check-in and check-out processes.



Housekeeping Protocols

We have increased the cleaning frequency of our facilities, paying special attention to customer touch points and other hard surfaces. We are utilizing recommended sanitation products throughout our property. We are distributing sanitation and disinfecting products throughout our properties for guest and employee usage.



Amenities & Activities

We have implemented contactless transactions wherever possible for guest amenities and resort activities. Golf carts and other activity equipment is disinfected after every use. Pool furniture is arranged in a way to encourage social distancing. Fitness equipment is undergoing more frequent cleaning and disinfection and disinfectant wipes are provided to guests before and after each use.



Events Spaces

Our meeting spaces have undergone modification in order to facilitate proper social distancing and limited touch points. Sanitation stations have been set up for use by guests.



Restaurants

Uncompromising levels of cleanliness and sanitation has already been our standard. Still, more enhanced deep-cleaning protocols are in place at all restaurants. All dining tables, chairs, menus and condiments are disinfected after each use.



Social Distancing

Coral Hospitality properties have signs and markers encouraging social distancing practices.



High Traffic Areas

Wherever possible we have designated one-way passages in high-traffic areas in order to facilitate social distancing practices.



Catering & Banquets

Custom menus have been prepared to focus on quality ingredients that limit the contact between kitchen staff.

Buffets and coffee stations will be attended by a staff member. Plated meals for banquets and receptions will be offered. Individually wrapped snack items will be offered.



Audiovisual

High-touch audiovisual equipment will be sanitized after each use. Planners and facilitators will be given options for presenting virtual content whenever possible.



Guest Rooms & Cabins

Our housekeeping staff has undergone a stringent re-training on disinfecting and cleaning each guest room or cabin. We have enhanced our housekeeping protocols to allow for more frequent disinfecting of high-touch point areas such as light switches and remote controls. Single-use amenities are provided in each lodge room, villa room or cabin. Housekeeping service is now being provided in a contactless manner on demand.



Response Protocols

Each Coral Hospitality-managed property has been given safety protocols specific to Coronavirus (COVID-19). We will coordinate medical assistance requests and self-isolation needs. Each known point of contact will receive additional deep cleaning and disinfecting. We will also work with local health professionals in order to assist with contact tracing.

We understand these are times of great uncertainty and whether you plan to travel now or in the future, we want you to know that your safety and well-being are our highest priority and we will be delighted to welcome you back.

