



BELMAR
Bonaire

BELMAR'S NEW NORMAL

WELCOME BACK!

Dear guests and partners,

First of all, we hope you are all safe and looking forward to your next vacation with us. We hope the below document will ensure everybody that our guests will enjoy a safe vacation. This document is based on what we know today and that might change again tomorrow again. We will continue to monitor the latest trends and will adapt our operations and this document based on new insights and our experiences. We will make sure to make your stay as safe and hassle free as possible. Of course, this will result in new procedures and therefore we hope and ask for your understanding. Suggestions are always appreciated. We look forward to welcome you soon again! For now, stay safe.

Team Belmar



GENERAL

- Management will make sure all safety measures are carried out and will ensure compliance throughout all departments.
- Belmar will conduct a daily health check for all employees that are scheduled to work.
- Everyone will refrain from handshakes, hugs and kisses.
- Suspected cases will be reported immediately to the local authorities to ensure proper diagnosis.
- Belmar already has strict personal hygiene rules in place and will ensure they are known and being followed.
- Shared equipment will be cleaned and disinfected after each shift or after a change of user.
- Staff will be provided with proper Personal Protective Equipment (PPE).
- Social distancing will be enforced.
- Touch-free hand sanitizers will be placed in all public areas.
- Communication towards guests and staff about hygiene rules and social distancing will be proper and clear.
- Cash payments will be reduced as much as possible.
- High touch point areas will be cleaned more frequently and thoroughly.
- All public areas will be checked, cleaned and disinfected more frequently.



DIVE OPERATION - GENERAL

- A 1.5-meter (6 ft.) distance between people applies in all locations around the dive shop. This includes the following: boats, stores, dock, rinse stations, drive thru, rental area, training area and classrooms. This is stipulated by markings on the floor, counters, and seats.
- High contact points and surfaces such as doorknobs, handrails, counters will be cleaned frequently.
- Tank valves, weights, tools, and diver gear will be cleaned & disinfected upon return.
- Rinse tanks will contain sufficient disinfectant.
- Rinse tanks will be emptied more frequently.
- Belmar will advise not to rinse masks, snorkels and regulators in the public rinse tanks.
- Belmar advises divers to daily rinse their equipment instead of after every dive.
- Hand sanitizer will be available in all public areas of the dive operation. Including analyzers, boats, rental areas etc.
- During Belmar supervised diving activities (boat dives, guided shore dives and courses) guests must be in the possession of an alternate air source. This cannot be the alternate air source and inflator hose combo or "air2".
- Belmar will place touch free defog dispenser at the dock area.
- Divers using a long hose are recommended using their necklace as a primary air source so in case of an emergency the long hose can still be used without any risk.



DIVE OPERATION - CHECK-IN PROCEDURES

- One person per party will check-in the complete party. Group leaders will check in the complete group.
- Paperwork must be completed before arrival and must be presented at check-in.
- Check-in will be done in open-air check-in stations to reduce queuing.
- Mandatory marine park and resort orientation will be done digital, preferably before arrival.
- Buddy teams can do pre-dive safety checks, taking the 1.5-meter (6 ft.) rule in consideration based on the best practices. These best practices will be communicated throughout the dive operation and will also be send in the information package.
- Alternate air source use during all diving activities will result in a mandatory disinfect rinse of gear immediately after the dive.



DIVE OPERATION - RENTAL GEAR

- Rental gear will be cleaned with disinfectant upon return by a staff member.
- Disinfectant wipes will be supplied for guests to clean rental gear upon issue.



DIVE OPERATION - BOAT DIVING

- Number of guests per boat will be limited to adhere to the 1.5-meter (6ft.) rule.
- Staff will use gloves when handling guest's gear.
- Extra help getting guests safely on and off the boats will apply in combination with extra sanitation measures.
- Couples and family members can help each other on and off the boats.
- Boats will be sanitized after each trip.
- Boats will no longer have rinse tanks to reduce the risk.
- Belmar will install touch free defog dispensers on the boat.
- Divers need to perform the pre-dive safety check towards the Captain before entering the water.
- Due to reduction of the number of divers on each boat, the boat schedule will be adjusted with extra departures.
- Valet boat dives will continue taking the 1.5-meter (6 ft.) rule in consideration. Guests need to provide their own refreshments. Fruits and snacks will be served with the needed hygiene measures.



DIVE OPERATION - COURSES

- Courses will be taught in open-air as much as possible.
- PADI E-learning courses are strongly encouraged.
- Special procedures are put in place for all courses. This will be communicated with students upon sign-up. We hereby follow the best practices of the certifying agencies.
- Classrooms will be cleaned and disinfected after use.



DIVE OPERATION - RETAIL STORE

- A maximum of 10 people will be allowed in the store at once. This includes staff.
- Use of hand sanitizer upon entry will be mandatory.
- Digital payments are encouraged.
- Demo masks will be disinfected upon return and issue.
- Activity and dive bookings can be done digitally, by phone or via the 'dive butler' that will be available via WhatsApp.
- The retail shop area is only available for retail purchases, camera rentals and payments.
- To reduce queuing the opening hours will be extended.



AIRPORT TRANSFER

- Belmar will follow the local regulations with regards to transportation.
- Belmar will encourage transfer per party/family.
- In case of larger group transportation, face masks are advised to be used.
- Social distancing rules will apply.



FRONT-OFFICE & LUGGAGE

- Social distance 1.5 meters / 6 ft. between waiting guests will be ensured by marking on the floor.
- All seats in the waiting area will be placed 1.5 meters / 6 ft. apart.
- To prevent queuing at the front-office upon arrival, room key, beach towels, safe key will be in the room upon arrival. There is no need to immediately check-in so Belmar guests can avoid waiting in line at the front-office.
- Credit card deposit is needed for incidentals and can be supplied at any given moment.
- Keys will be disinfected for every new arrival.
- Belmar will provide guests with a telephone number so they can reach their 'digital butler' this will result in less physical contact but will maintain service standards.
- Registration is only needed per room account/credit card holder.



LUGGAGE

- Gloves will be used when handling luggage or guest possessions.
- Bags will be left in front of the building and are not taken to the room



GUEST ROOMS

- Our staff will continue strict cleaning standards.
- Disinfectant dispensers will be placed in every room.
- Guest rooms will only be entered when guests are not present.



HOUSEKEEPING

- Public areas will be cleaned and disinfected more frequently.
- High touch point areas will be frequently and thoroughly cleaned and disinfected.
- Our staff will pay special attention to areas such as door handles, switches, counters, pens, phones, touchscreens, remote controls etc.
- Our staff will use approved disinfectant products and proven sanitizing methods.



LAUNDRY

- Linens will be transported in sealed bags out of rooms.
- Clean and dirty laundry will be touched with latex gloves only.
- Disinfectant washing detergent will be used.
- Our staff will change linen on request only.



CAR RENTAL

- Cars will be cleaned and disinfected after each renter.
- Guests will receive per car a check-in form to check damage themselves, after acceptance, the key will be handed out.
- In order to receive the car key, a deposit must be done (see check-in at front-office).
- Upon return, an employee will check the car for damage together with the guest.
- To avoid queuing the check-out process will be done on appointment only.



POOL

- All beds will be placed 1.5 meters (6 ft.) apart.
- Beds may be moved by guests, keeping in mind that the social distance is maintained.
- Our service will continue taking the 1.5-meter (6 ft.) rule in consideration.
- All beds will be sanitized regularly.