

Buddy Dive



YOUR BUDDIES 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. It goes without further explanation we also imagined our 40th year anniversary a bit different, but 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. 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 again soon! For now, stay safe.

The Buddy Dive team



GENERAL

- Management will make sure all safety measures are carried out and will ensure compliance throughout all departments.
- Buddy Dive 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.
- Buddy Dive already has strict personal hygiene rules in place and will make sure the human resource department 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.
- Management will communicate properly towards guests and staff about hygiene rules and social distancing.
- Reduce cash payments as much as possible.
- High touch point areas will be more frequently and thoroughly cleaned and disinfected.
- 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 and disinfected upon return.
- Rinse tanks will contain sufficient disinfectant.
- Rinse tanks will be emptied more frequently.
- Buddy Dive will advise not to rinse masks, snorkels and regulators in the public rinse tanks.
- Buddy Dive 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 Buddy Dive 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".
- The dock area will be one-way traffic only, entrance at the roundabout, exit at the North beach area. To avoid queuing please respect distance to each diver entering or exiting via the dive stairs.
- Buddy Dive 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 checks-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 in and off the boats.
- Boats will be sanitized after each trip.
- Boats will no longer have rinse tanks to reduce the risk.
- Buddy Dive will install touch free defog dispensers on each 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 is adjusted with extra departures.



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 - DRIVE THRU

- Openings hours will be extended to reduce queuing.
- Tank valves will be disinfected after each use.
- Traffic control signage will be placed to ensure social distancing.
- A maximum of 1 person per party is allowed in the tank room (Air & Nitrox).

Buddy Dive





DIVE OPERATION - RETAIL STORE

- A maximum of 10 people are allowed in the store at once. This includes staff.
- Use of hand sanitizer upon entry is 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

- Buddy Dive will follow the local regulations with regards to transportation.
- Buddy Dive 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

- Buddy Dive will ensure social distance 1.5 meters / 6 ft. between waiting guests 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 and safe key will be in the room upon arrival. There is no need to immediately check-in so Buddy guests can avoid waiting in line at the front-office.
- A credit card deposit is needed for incidents and can be supplied at any given moment.
- Keys will be disinfected for every new arrival.
- Buddy Dive 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. Of course, our guests can also reach our digital butler by dialing '0' from their room.
- Registration is only needed per room account/credit card holder.



LUGGAGE

- Our staff will use gloves when handling luggage or guest possessions.
- Bags will be left in front of the building and will not be 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.
- Buddy Dive will extend opening hours and will provide possible time slots to accommodate our guests wherever possible.



FOOD & BEVERAGE

- Tables and seats will have a minimum space of 1.5 meters (6 ft.) in between.
- Bar stools will be distanced 1.5 meters (6 ft.) apart.
- Employees will disinfect their hands and wrists regularly.
- Guests who enter the restaurant, disinfect their hands.
- Guests who enter and leave the restrooms, disinfect their hands.
- All tables and chairs will be cleaned, disinfected and checked in between seating's.
- A maximum of 4 guests is allowed per table, if not from the same household.
- Hard-copy menus will be cleaned and disinfected after every use.
- QR code menu's/digital menus will be made available.
- Condiments will be provided in individual, sanitized containers.
- Our staff will provide single use sanitizer sachets for each guest.
- Buddy Dive will no longer use check-presenters and will disinfect the pen after every use.
- To ensure social distancing when serving, service carts will be used.
- Buddy Dive will temporarily suspend table preparations as they are not possible within the current social distancing regulations.
- Buddy Dive will encourage digital payments and room charge.





BREAKFAST

- The breakfast area will only be used as a buffet, not for seating.
- Guests may have breakfast in Blennies, Ingridients or their room.
- There will be a maximum of 10 guests in the buffet area, this will be overseen by the staff.
- To avoid queuing boat schedules will be adjusted and there will be extensive opening hours.
- Breakfast slots will be made available to reserve in advance. People with boat schedules are being given priority to use the slots adjacent to their boat schedule.
- During breakfast, a "Grab & Go" service will be provided.
- Portioned food and drinks will be ready for guests to take, without touching other products.
- All products will be stocked to the minimum level to prevent contamination.
- Condiments will be provided in individual, sanitized containers.



ROOM SERVICE

- Buddy Dive will start providing room service upon reopening.
- QR codes will be provided in all rooms, which show the room service menus.
- Room Service can only be paid by room charge, a credit card is needed to room charge.
- Purchased products will be put in front of the door, afterwards the employee will notify the guest that the products are delivered by knocking on the door.



TAKE-OUT

- Buddy Dive will promote and stimulate take-out meals.
- Buddy Dive will assign a waiting area away from service areas.
- Buddy Dive will stimulate the use of 'Dinner in a box' to reduce the amount of people waiting at the same time.



POOL/BEACH

- All beds must be placed 1.5 meters (6 ft.) apart.
- Beds may be moved by guests, keeping in mind that the social distance is maintained.
- No service will be provided on the pool and beach area.
- Guests may take their own drinks from the bar or their room to the pool and beach area.
- Sufficient garbage disposals will be provided at the pool and beach area.
- All beds will be sanitized regularly.

