



PEARL RESORTS

Bora Bora - Nuku Hiva - Taha'a - Tahiti - Tikehau

HEALTH AND PREVENTION PROTOCOL

PEARL RESORTS OF TAHITI HOTELS

We are so pleased to welcome your guests back to our resorts.

The safety and wellbeing of both our resort guests and employees remain our highest priority while ensuring, as always the excellence of our guests stay with us.

Our resorts are naturally socially distanced, located on motu's (Islets), and hillside locations, we are the only resorts in these locations.

The natural, authentic Polynesian welcome and hospitality Pearl Resorts of Tahiti is known for has not changed. Our staff look forward welcoming your guests, we will do everything we can to ensure your guests stay with us is a truly memorial one

Thank you for your continued support during these very challenging time's as we all look forward to sunnier day's ahead

Also we are implementing preventive measures as recommended by health services, by generally:

- Reinforcing cleaning with products suitable for destroying covid 19
- Respect for barrier gestures by our employees
- Wearing a mask is mandatory in closed and covered area or when social distancing cannot be respected
- Possibility of recharging your individual hydroalcoholic gel bottle for free
- Maintaining our usual services (porter, housekeeping, restaurant service, etc.) subject to customer acceptance

We invite you to consult our detailed protocol here below

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WELCOME

Upon arrival (at check-in or at the airport) an information note is provided to guests to inform them of the measures put in place to limit the risks of transmission of Covid-19.

Arrival at the airport (outside Tahiti)

The **welcome desk** is cleaned before each arrival and hydroalcoholic gel is available so that guests can disinfect their hands when leaving the plane and before taking their transfer.

In order to respect distances and avoid contact, **the flower leis** will be available in self-service at the reception desk.

Luggage service is carried out as usual, subject to client's acceptance.

Transfer (outside Tahiti)

We are reinforcing the cleaning of our transfer vehicles with particular attention to all the contact areas of the minibus and / or the boat. Vehicles are cleaned after each transfer.

According to the number of guests, we respect the standards of social distancing. If this distancing is impossible, the wearing of a mask is mandatory.

Wearing a mask is recommended during the transfer. Masks are provided to guests who do not have one.

Arrival at the hotel / Check in

The guest is welcomed at the hotel as usual (to the sound of the pù, ukulele or other) the maintenance of our Polynesian welcome is essential. Guest will then be escorted to the check in area.

A hydroalcoholic gel dispenser is available at the reception. Customers are invited to wash their hands with this gel before settling in for check in.

The check in is done respecting the safety distances. Guests are installed by couple or family at least 1 meter apart from each other. With the exception of the Tahiti Pearl Beach Resort where a queue will be set up.

We offer a welcome cocktail but no longer oshibori. For pens, we provide two containers, one for clean pens, one for used pens that will be disinfected.

The administrative formalities are carried out as usual. Important information and measures implemented are given to guests.

Our receptionists have at their disposal sprays or disinfectant wipes in order to clean the contact areas of the reception between each guest: counters, tables, armrests, payment terminals, phones, tablets, keyboards, room keys, pens ...

The entire reception area is cleaned twice a day.

These measures were defined according to the context of December 2020. This protocol is not contractual, may be adapted according to the specificities of each establishment. It is expected to evolve according to the recommendations of the Directorate of Health and according to the evolution of the world situation.



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The room

Once check in is finalized, the guest is accompanied to the door of his room.

In order to respect barrier gestures as much as possible and guarantee the safety of our client, we avoid increasing contacts. That's why we invite guests to enter and open the door themselves.

We offer a room tour. If the guest wishes, the presentation of the room is done by avoiding contact with the equipment.

We inform the guests of the new procedures in place and invite them to participate in certain acts (placing towels in a container provided for this purpose in or outside the room; opening the bedroom window before leaving it ...).

Luggage is delivered during check in.

THE ROOM & BATHROOM

We are implementing a reinforced cleaning plan with suitable products. We are increasing the cleaning time and paying particular attention to the contact areas.

- Door and window handles, cupboards, drawers, etc.
- Wall switches, bedside lamps and remote controls for TV and air conditioning
- The telephone
- Coffee machine, teapot, minibar, ice cube tray
- The dishes must be changed (glasses, cups, cutlery ...) even if they have not served
- The safe and iron
- Tables, armrests, desks
- Deckchairs and outdoor furniture

All linen is changed and cleaned at 60° or

No contact is made between clean linen and dirty linen.

Systematic change of all linen and all the welcome products available in the room between each client.

Additional linen in cupboards is removed and is available upon request.

The bathroom :

- Is disinfected in its entirety, shower, bath, toilet with a focus on the taps, handles, flush, hair dryer...
- Unused hospitality products are changed between each guest

Room service

The daily room cleaning service and the blanket service are maintained while respecting the barrier gestures. Guests can decide not to use this service, in this case we advise them to notify the reception or put the do not disturb sign at the entrance.

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RESTAURANTS

Service

The tables are spaced to respect the safety distances. The tables are not adjusted during the service. Depending on the hotel occupancy, we might have to propose two services by reservation.

Hydroalcoholic gel is available at the entrance of restaurants.

If the guest does not wish to go to the restaurant, room service fees will not be applied. In this context and depending on the number of requests, room service time may take longer than usual.

The menus are available via a QR code for customers who do not wish to manipulate the menus.

Wearing a mask is mandatory when moving around in the restaurant.

Our staff

All staff members wear a mask or visor and respect barrier gestures by washing their hands regularly.

Cleaning

Tables, counters, chairs and consoles must be cleaned with a bactericidal product between each service.

Reinforcement of the cleaning of the restaurant by insisting on the contact zones, switches, door handles, telephones, etc..

Breakfast

The breakfast buffet is maintained. To access the buffet, each client must wear a mask and use the hydroalcoholic gel available.

Depending on the frequentation of the restaurant, the waiters may have to limit the flow at the buffet.

If the guest does not wish to go to the buffet, table service is available.

Lunch and dinner

À la carte

The bar

We apply the same recommendations as in the restaurant.



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HOTEL - GENERAL

The cleaning of the common areas is reinforced with a minimum of two passages per day, in addition to that done by each service according to the recommendations.

The cleaning is done with bactericidal products and special attention is paid to the contact areas (door handles, elevator buttons, switches ...)

Hydroalcoholic solutions are available to guests in the main areas of the hotel (airport desk, reception, restaurant, bar, swimming pool, fare pool boy) as well as in their welcome kit.

A contactless infrared thermometer is available to guests at the reception in case of suspected symptoms.

Activities :

- **Snorkelling**

We encourage our guests to bring their own equipment.

Otherwise snorkeling equipment remains available. The equipment is loaned for the duration of the stay, and guests must keep it with them. Between each client, the equipment is disinfected and is not reused for at least 24 hours.

New equipment is also available for sale.

- **The pool**

The swimming pool remains accessible to guests, however we recommend swimming in the lagoon / sea. The recommendations of the health department are 3 swimmers per 2 m² of water.

The pool water is kept in a permanent state of disinfection by a dosage determined in accordance with the regulations in force.

We respect the distancing rules for setting up parasols and sunbeds.

- **The spa**

When booking appointment, the client will be advised to show up at the Spa 15 minutes before your treatment in order to respect the sanitary instructions in complete peace.

A hydroalcoholic gel dispenser is available at the entrance of the SPA.

Before the treatment, the guest must take a shower in the changing rooms of the SPA.

Wearing a mask is mandatory, when moving around the SPA. Our therapist wear a mask during the treatment. Wearing a mask is recommended for the client.



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OUR TEAM

All of our employees apply barrier measures

- Do not hug, kiss or shake hands.
- Sanitize your hands before handling anything and at least every 30 minutes. Wash your hands after handling objects that may have been contaminated (pens, credit cards, cash, etc.).
- Social distancing of at least one meter
- If despite the implementation of all of the above measures, respect for social distancing of one meter between two people (customers, colleagues, suppliers, etc.) cannot be guaranteed, the wearing of a mask or visor-type protection becomes mandatory.

Employees' work schedules and breaks are adjusted to avoid grouping.

Employees always have hand disinfection stations, masks, disinfectant wipes or sprays ready for use as well as tissues.