



COVID-19 PROTOCOLS FOR GUEST OF HOTEL THAT TESTS POSITIVE

- Positive test results communicated to guest and property H&S department
- H&S advises Hotel GM of the positive test to implement property protocols
- Doctor reaches out to guest in-room or on cell number provided on testing information
 - Guest is notified again of positive test result
 - Doctor advises guest of additional testing procedures
 - Guest has the option to take a PCR test in-room at guest cost
 - Guest may take as many tests as they request at their cost
 - Self kits are available for delivery to the guest's room at guest cost
 - Doctor remains in contact with guest until guest tests negative and is released
- Hotel Operations reaches out to guest
 - Guest advised of isolation/quarantine protocols and hotel services
 - Guest must remain in their room for up to 14 days or until test comes back negative and is released by Doctor
 - Guest advised of care bag delivery
 - Guest offered direct contact numbers for HM and advised card with numbers in care bag
 - Guest asked if any additional items needed
 - Request items are delivered to room and placed outside door
 - Guest advised of the insurance inclusions and how it works
 - Then provided number for Insurance - also included on card in care bag
 - Daily care calls placed to guest until negative test results come back and released by Doctor
 - Care bag delivered to exterior room and advised of delivery
 - Care bag includes water, extra sheets, and towels, a card with important numbers
- Upon guest departure room is placed out of order for 48 hours and fully sanitized
- Isolation/Quarantine protocols are implemented for the safety of all guests of the resort. If there are multiple occupants in room and those guests tested negative they are provided alternate accommodations. Any guest remaining in the room must also isolate/quarantine in the room.
- Returning to home country is based on their country's specific guidelines and the airline requirements for testing results. Atlantis does not set the return entry and testing requirements.
- If a guest tests positive and refuses to isolate/quarantine, the Royal Bahamas Police Force will be contacted for assistance
- Atlantis Team members will not enter the room of a guest who has tested positive and will not knowingly assist with luggage service or transportation services