

The Westin Turtle Bay Resort & Spa, Mauritius Embracing the New Today

#CommitmentToClean



Setting The Bar for The New Normal

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us. We will travel again soon. And, when you are ready to, We Will Be Ready To Welcome You!

As we welcome you back to our hotels around the world, we are committed to providing you with a safe environment that aligns with expert protocols for working to defeat COVID-19. To supplement our reputation for cleanliness and hospitality, The Westin Turtle Bay Resort and Spa's team has put in place a multi-pronged approach designed to meet health and safety challenges presented by COVID-19. Below is an overview of the key components of [Marriott's Commitment to Cleanliness](#):

1 ENHANCED CLEANING

Protocols for every space of the resort; especially for high-traffic areas and high-touch surfaces

3 LESS CONTACT, MORE CONNECTION

Utilization of touchless and low-touch technology solutions such as Mobile Check-in/out, Mobile Request via the Marriott Bonvoy™ App and digital menus via QR codes.

5 MINIMIZING REUSE

Minimizing shared use items and appliances; removing items that cannot be sanitized between guest stays

7 PERSONAL PROTECTIVE EQUIPMENT

Face coverings/masks required for all associates and should be worn at all times and gloves where required

2 HAND HYGIENE

Hand washing requirements for associates and guests; sanitizer dispensers placed throughout the resort

4 PHYSICAL DISTANCING

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

6 TRAINING

On-Property Cleanliness Champion; updated training and protocols for all associates with daily reinforcement

Focus Areas



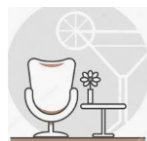
Hotel Transport

- Driver to wear face mask and gloves
- Thorough disinfection after every journey
- Sanitizer provided to guests before entering the car and while leaving the car



Front Office

- Enhanced pre-arrival communication with a pre-arrival email 10 days prior arrival and chat as per Marriott protocol 1 week prior arrival
- Temperature check of guest upon arrival
- Mobile check-in
- Pre-authorization of credit cards
- Items such as pen, credit cards, etc to be passed to guest in a sanitized tray
- Bellmen to wear appropriate protective washable gloves when on duty
- Luggage will be disinfected on the outside surfaces and handles upon arrival in a designated area



Public Areas

- Identify frequently touched areas
- Maintain required seating distance of tables and chairs
- Systematic frequency of cleaning

Focus Areas



Pool/beach Operations

- Reduce seating capacity, adhering to 3 meters social distancing protocol
- Pool/beach shower handles to be periodically sanitized
- Pool/beach towels to be delivered in-room
- All sunbeds are cleaned and sanitized after each use
- Provide hand sanitizers in key locations with easy access
- Healthy shots to be served as gesture



Kids Club

- Ratio of 2:10 for children aged from 4 to 12
- Pre-booking/reservation required
- Temperature check before and during activities
- No kids trolleys in the kids club
- No babies or toddlers permissible
- Deep cleaning and sanitization as per policy



Behind The Scenes

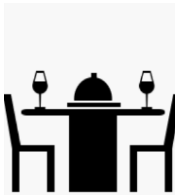
- Stringent guidelines from entry to exit
- Temperature checks upon entering the property
- Sanitizer dispensers at every entry point
- Regulated supervision to ensure mandated levels of hygiene
- Social distancing seating arrangements in admin office and host canteen
- Changing room and staff rooms meets mandated level of hygiene

Focus Areas



Housekeeping

- Programmed step-by-step cleaning protocol
- Varied styles and types of cleaning
- Systematic frequency of cleaning
- Each room and air conditioning deep cleaned and disinfected prior any arrival
- Guest having option for no turndown service
- Provide sticker or tent cards explaining items have been sanitized and safe before use.
- QR codes to be displayed on TV and tent cards for digital menus



Dining

- Sanitized dining experience
- Digital menu with QR codes
- Reduced seating capacity adhering to social distancing
- Place sanitizing wipes on each table for guest use
- Open bottle of wine at table in front of guests
- Utilize napkin(s) to deliver food to guest(s) to ensure that waiters do not touch plates. Same applies with extra cutlery, glasses and service wares
- Side station, pens and check presenter to be sanitized after each use
- Temperature checklist: all food items are maintained at the appropriate temperature as per international guidelines
- All vegetables will be thoroughly washed before entry into the hotel premises

Focus Areas



Spa/Fitness

- All equipment used at the spa or fitness center are sanitized after each use
- As per protocol, gym equipment allow 1 meter social distancing
- Limited number of guests allowed in the gym at a time
- All high touch items cleaned and disinfected at regular intervals
- Hair and beauty salon equipment and accessories cleaned and disinfected before and after each session and particular attention to high touch items.
- SPA treatment rooms cleaned and disinfected after each treatment



Meeting and Events

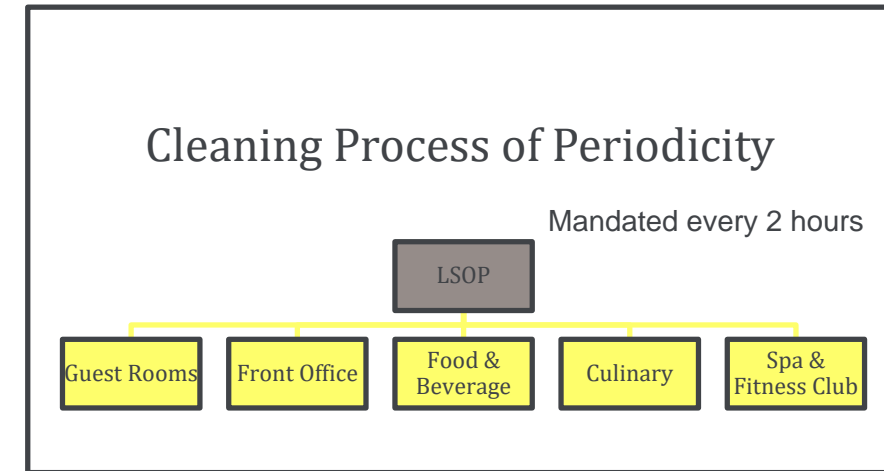
- Provide hand sanitizer dispensers at the entrance of each venues
- Distance food counter layout for ease of guests
- Enhanced cleaning and disinfection before and after each meetings and events
- Temperature checks before entering the Resort
- Event room layouts and design a way for guests to get to their seats while maintaining the distance limit.
- Hand-sanitizing stations in each and every meeting rooms

Sustainable Cleaning with **ECOLAB**[®]

Ecolab is the global leader in water, hygiene and infection prevention solutions and services, delivering comprehensive solutions and personalized service to advance food safety, maintain clean and safe environments, optimize water and energy use, and improve operational efficiencies and sustainability for customers in more than 170 countries.

Promoting high guest satisfaction and employee safety by ensuring clean, safe and comfortable environments. Ecolab offers sustainable solutions for the hotel, cruise ship and casino industries.

Vision of ECOLAB: Be the global leader in water, hygiene and antimicrobial technologies and services providing and protecting what is vital; Clean water, Safe food and healthy environments.



ECOLAB

Surfaces

Peroxide Multi
Surface Cleaner
Disinfectant.
(Oasis Pro)
6 oz per gallon
water

Luggage

Peroxide Multi
Surface Cleaner
Disinfectant.
(Oasis Pro)
6 oz per gallon
water

Window Cleaning

Glass Cleaner
Dilute with cold
water

Hand Sanitization

Alcohol-based
hand sanitizer
(70% alc.)

Stay safe and
unwind with us!

THE WESTIN
TURTLE BAY
RESORT & SPA
MAURITIUS