

*Buddy Dive*



# BUDDY'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. 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 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.

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.
- 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.
- Clean and disinfect shared equipment after each shift or after a change of user.
- Provide staff with proper Personal Protective Equipment (PPE).
- Enforce social distancing.
- Place touch-free hand sanitizers in all public areas.
- Communicate properly towards guests and staff about hygiene rules and social distancing.
- Reduce cash payments as much as possible.
- High touch point areas must be more frequently and thoroughly cleaned and disinfected.
- All public areas should 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 are 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.
- 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 as much as impossible in open-air.
- PADI E-learning courses are strongly encouraged.
- Special procedures are put in place for all courses. This will be communicated with students upon signup. We hereby follow the best practices of the certifying agencies.
- Classrooms are 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).



## **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.

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- Digital payments are encouraged.
- Demo masks are 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

- Ensure social distance 1.5 meters / 6 ft. between waiting guests by marking on the floor.
- Place all seats in the waiting area 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 Buddy 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.
- 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

- Use gloves when handling luggage or guest possessions.
- Bags are left in front of the building and are not taken to the room.



## GUEST ROOMS

- Continue strict cleaning standards.
- Place disinfectant dispenser in every room.
- Guest rooms must only be entered when guests are not present.



## HOUSEKEEPING

- Clean and disinfect public areas more frequently.
- High touch point areas must be frequently and thoroughly cleaned and disinfected.
- Pay special attention to areas such as door handles, switches, counters, pens, phones, touch screens,



remote controls, etc..

- Use approved disinfectant products and proven sanitizing methods.



## LAUNDRY

- Linens to be transported in sealed bags out of rooms.
- Handle clean and dirty laundry with latex gloves only.
- Use disinfectant washing detergent.
- Linen change on request only.



## CAR RENTAL

- Cars are cleaned and disinfected after each renter.
- Guest will receive car check-in form to check damage himself, after acceptance key will be handed out.
- In order to receive car key, deposit must be done (see check-in at front-office).
- Upon return employee will check the car for damage together with guest.
- To avoid queuing the check-out process will be done on appointment only.
- Buddy Dive will extend opening hours and will provide possible timeslots to accommodate our guests wherever possible.



## FOOD & BEVERAGE

- Tables and seats have a minimum space of 1.5 meters (6 ft.) in between.
- Bar stools are distanced 1.5 meters (6 ft.) apart.
- Employees disinfect their hands and wrists regularly.
- Guests who enter the restaurant, disinfect their hand.
- Guests who enter and leave the restrooms, disinfect their hands.
- All tables and chairs are cleaned, disinfected and checked in between seating's.
- A maximum of 4 guests is allowed per table, if not from the same household.
- Hardcopy menus must be cleaned and disinfected after every use.
- QR code menu's/digital menus will be made available.
- Condiments in individual, sanitized containers.
- 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 is a maximum of 10 guests to be 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.

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- 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 is provided.
- Portioned Food and Drinks are ready for guests to take, without touching other products.
- All products are stocked to the minimum level to prevent contamination.
- Condiments in individual, sanitized containers.



## ROOM SERVICE

- Buddy Dive will start providing room service upon reopening.
- QR codes are 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 is 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 are provided at the pool and beach area.
- All beds are sanitized regularly.

