

# GUEST HEALTH & SAFETY GUIDE



*Fairmont*  
EL SAN JUAN HOTEL



## INTRODUCTION

Welcome to Fairmont El San Juan. For more than 62 years, our loyal guests and employees have entrusted us with their care and safety. Today is no different.

As we navigate through this unprecedented moment in our history, we remain deeply committed to the safety, care and wellbeing of our Fairmont El San Juan family. This means keeping you safe by preventing the spread of COVID-19. To do this, Fairmont has launched a new wellbeing platform, 'ALL Stay Well.'

'ALL Stay Well' partners with top experts and invests in research, new standards of safety, and enhanced protocols and procedures, which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are working diligently to ensure that you will always be looked after with the highest degree of care and comfort.

The new operational standards implemented at Fairmont El San Juan have been thoroughly vetted and approved by the Puerto Rico Tourism Company, a public corporation responsible for stimulating, promoting and regulating the development of Puerto Rico's tourism industry, as well as the 'ALL Stay Well' team of expert advisors, to ensure maximum efficacy in preventing the spread of all viruses and pathogens, including COVID-19. Expert advisors working with Fairmont El San Juan include: Bureau Veritas, a world leader in testing, inspection and certification; Dr. Amesh Adalja, Senior Scholar at the Johns Hopkins University Center for Health Security & fellow with the Infectious Diseases Society of America; and Ruth Petran, Ph.D., CFS, Senior Corporate Scientist, Food Safety and Public Health, for Ecolab, global leaders in cleaning and hygiene, and trusted advisors to the Centers for Disease Control and Prevention.

Additionally, hands-on training for all employees, a dedicated on-property rollout committee and a formal audit program ensure initial and continued compliance.

At each touchpoint during your stay, extensive measures are being taken to protect you and aid in preventing the spread of COVID-19. Should you have any questions, please don't hesitate to dial "0" to connect with the Fairmont El San Juan Health & Safety Officer.



FAIRMONT EL SAN JUAN HOTEL



## QUICK LOOK AT GUIDELINES

Below is a quick look at the guidelines in place in accordance with the current Puerto Rico Executive Order

- Face Masks and Physical distancing required for all guest indoors regardless of vaccination status. (Unless swimming or seated and actively consuming food & beverage)
- Effective 8/16/21 the government of Puerto Rico is requiring that all hotel guests provide the following information to obtain entry to the facilities
  - a. Proof of vaccination with an FDA approved vaccine ( Janssen J&J, Moderna or Pfizer
  - Or
  - b. Proof of negative results from a SARS-CoV2 viral test, either a nucleic acid amplification test (NAAT) or an antigen test. This test must have been taken no more than 72 hours prior to arrival.
- In the event that a hotel guest is not vaccinated, they are required to submit a negative COVID-19 test result every 7 days if staying 7 days or more.
- A mandatory curfew is no longer in effect. All stores and businesses can conduct business as normal.
- Restaurants and Stores island-wide may operate until daily and are open at 100% capacity.
- Delivery from establishments outside the hotel is available 24 hours a day. In Room Dining will operate until 11:00pm daily and extended hours Friday/Saturdays until 12:30 am.
- Pools are currently open at 100% capacity Monday through Sunday. Please check in at the towel hut to register.
- Beaches are open Monday through Sunday.
- The Spa is open Sundays to Thursdays from 10am to 6pm. Fridays and Saturdays from 9am to 6pm.
- Fitness center, tennis and basketball court are open daily at 100% capacity from 6am - 12am
- Guidelines may be changed at any time with little or no notice in efforts to protect public health





## GUEST EXPECTATIONS

As we strive to look after the health and wellbeing of all who spend time in our hotel, we ask that you work with us by looking after your own health. This includes:

- Practicing heightened hygiene measures, inclusive of frequent handwashing
- Wearing a mask in all indoor public areas at all times regardless of vaccination status unless seated and actively eating or drinking.
- Observing physical distancing of at least six feet from other parties.
- Declaring any health symptoms or if you have been in direct contact with someone diagnosed with COVID-19 within the last 14 days
- Following the guidance of hotel employees, signage and markers while on property

If at any time during your stay you show signs of illness, please notify us and seek medical attention immediately. If you need assistance in calling for medical attention, please remain in your room and call down to the front desk, and we will be happy to assist.





## HOTEL PROTOCOLS & PROCEDURES RELATED TO YOUR STAY

To ensure your safety, care and wellbeing for the duration of your stay, we have implemented the following measures in all areas of the hotel:

- Frequent cleaning with Environmental Protection Agency (EPA)-approved disinfectants with claims to be effective against viruses, bacteria and other airborne and blood borne pathogens; cleaning will occur at least every 60 minutes during operating hours, after each guest transaction and before and after every employee shift change
- Health and safety signage emphasizing proper hand washing techniques, physical distancing and face mask requirements, and cautionary measures to avoid the spread of germs and viruses
- The availability of hand sanitizer and disinfectant wipes
- Mandatory employee safety requirements, including comprehensive training, health screenings with temperature checks, frequent hand washing and personal protective equipment worn at all times, including masks and gloves
- Requirements for all vendors on property to undergo daily screening and follow safety protocols

Other safety protocols and procedures implemented throughout the hotel include:

### Lobby & Public Spaces

- Hand sanitizer stations have been added **Elevators**
- Inclusion of hand sanitizer inside the elevator cabs

### Public Washrooms

- Antibacterial soap provided
- Single use paper towel is provided
- Hand sanitizer has been placed outside

### Guest Rooms

- Self-isolation procedures assigned to guests who are presenting symptoms or are required to quarantine





### Housekeeping

- Personal Protective Equipment is worn by all room attendants, including masks, closed shoes and single-use gloves changed after each guestroom
- Enhanced focus on disinfection of all guest room touchpoints, plus continuation of extensive training and auditing
- Rooms are serviced every day or when requested by the guest for the following day. Additional towels or amenities are delivered upon request.
- All bathroom towels and toiletries replaced after each guest's stay
- Cleaning and disinfection certification card placed in the room after service
- Ice machines buttons and surfaces on them regularly and thoroughly disinfected





### Restaurants & Bars

- Hotel restaurants are open to the general public daily
- All menus are non-reusable and will be disposed of after each use; for electronic/touchless menu provided to your phone directly, please text 787-694-6004 and our team will send you a copy of the menu via your mobile phone
- All tables, chairs and surfaces are thoroughly disinfected after each guest departs
- Guests will be served by team members using protective equipment like face masks

### In-Room Dining

- You may utilize touchless ordering via your mobile phone; text 787-694-6004 to place your order
- Phone ordering remains available
- Digital menu available on guest room television; please follow In-Room Dining prompts on screen
- All items will be served in eco-friendly to-go ware

### Pool / Recreation

- Pool usage available up to 100% capacity
- Face Masks and Physical distancing required for all guest indoors regardless of vaccination status.
- Please ensure you and your party maintain a safe distance of 6 to 9 feet from other parties
- Tennis and basketball courts are open, reservation required (ext. 6214)

### Beach

- The Beach is open to all guests and the public.

### Meetings & Events

- We have revised occupancy limits to promote social distancing
- Event set-ups will facilitate physical distancing. We recommend the use of outdoor space whenever possible





### Checkout

- We highly encourage you to use our contactless checkout options. You can be checked out via email, text message, telephone or television
- Keys may be left in room or at checkout box in the lobby, to be disinfected

### Spa & Fitness Center

- Fitness Center is open daily 24 hours per day
- Tennis and Basketball courts are open from 7am to 7pm, reservation required (ext. 6214)
- The Spa is open Sundays to Thursdays from 10am to 6pm. Fridays and Saturdays from 9am to 6pm., Reservation required. Spa ext. 6203 & 6204.  
[spareseervations@fairmont.com](mailto:spareseervations@fairmont.com)

