

FAIRMONT ROYAL PAVILION, BARBADOS

St. James, Barbados
BB24051
T +1 246 422 5555

Dear Valued Guest,

Thank you for choosing us as your home away from home. Our hotel's priority remains the safety, care and wellbeing of our hotel family. Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. Today, this means keeping our guests and employees safe by preventing the spread of COVID19.

With this message at heart and the promise that our team will do its utmost to provide the best experience possible for all our guests, we are pleased to share the following guidelines, procedures as well as recommendations for the arrival and stay at our iconic property:

- ✓ Guests are advised to arrange the first COVID-19 test in the country of origin 72 hours prior to arrival - the earlier this first test is scheduled in the country of origin the earlier the second test can be executed in Barbados and guests will spend less time in quarantine.
- ✓ The second test in Barbados would need to be scheduled 5 days after the first test and can be done at your convenience on property. Our Reservations team will be delighted to facilitate it for our guests at a charge of USD 200 per person prior to arrival. Please contact our Reservations team at RPV.Reservations@fairmont.com. Kindly note that the hotel will provide a room for the purpose of swabbing for all guests and that guests can have the ease of charging their test to their rooms.
- ✓ In line with the social distancing guidelines for Barbados we recommend to choose our contactless check-in option. If guests would like to opt in for this process, they would need to contact our Reservations team at RPV.Reservations@fairmont.com with their email address so the self-check in email arrival can be sent directly to the guest.
- ✓ Once arrived on property guests are required to wear a mask in all public areas.
- ✓ Guests who have already self-checked in will receive a warm welcome and be escorted to their designated room/ suite/ villa – their luggage will be disinfected and delivered by our porters to their room/ suite/ villa accordingly.

- ✓ In compliance with the latest COVID-19 protocols by the government of Barbados, there will be a curfew with immediate effect from 9:00pm to 5:00am daily until January 15th. Guests are required to be back at Fairmont Royal Pavilion by 9:00 pm. Our hotel restaurants will be closed daily at 8:00pm however, In-Room Dining will remain open 24 hours.
- ✓ During the quarantine period, all guests will be restricted to stay in their room, balcony or terrace until the negative 2nd test is received as directed by the Ministry of Health of Barbados.
- ✓ 24 hours Security will be present to monitor the guest's movement and enforce the safety protocols.
- ✓ There will be contactless 24 hours in room services available. In Room Dining with an extensive offering and other additional room's amenities will be available through outside the guestroom drop service. The delivery charge will be removed for any in-room dining deliveries during the quarantine period.
- ✓ Guests booked suites and the villa will still receive their daily canapes and afternoon tea. Their butler will be in contact with the guest via phone.
- ✓ After the quarantine period is completed and a negative test result received, our guests can enjoy our hotel facilities as well as food and beverage concepts our new Executive Chef – Tim Palmer has created.
- ✓ Please note that effective January 11th, 2021, the Palm Terrace Restaurant will be open for breakfast only.

We are very much looking forward to welcoming you to our resort and turning moments into memories in sunny Barbados.

Best wishes,



Jean-Christophe Martinez
General Manager
Fairmont Royal Pavilion
Porters, St. James
Barbados BB24051