

**FAIRMONT ROYAL PAVILION, BARBADOS**

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St. James, Barbados  
BB24051  
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**Effective: November 15<sup>th</sup>, 2021**

Dear Valued Guest,

Welcome to the Fairmont Royal Pavilion! Thank you for choosing us as your home away from home. As our loyal guest, we appreciate you entrusting us with your care and safety. As you get settled into your room, a few important notes:

- In compliance with the latest Covid protocols, please note the Government of Barbados has imposed a general curfew now reduced to be effective from midnight to 5:00 am daily. Guests are asked to be on property by midnight nightly.
- Please note our Palm Terrace Restaurant is open for breakfast service only. The Taboras Restaurant is available for lunch and dinner. In Room Dining as well as the Beach Club are also available for your dining needs. A detailed schedule of hours of operation of our restaurants and other available services is listed below.
- Please also note during the Curfew Period, beach access of all beaches in Barbados and recreational parks will be restricted to 5:00 am to 7:00 pm.
- In addition, the operating hours of many businesses have been altered due to the change and restrictions of the protocols. For more information on the National Curfew please visit <https://gisbarbados.gov.bb/blog/emergency-management-covid-19-protocol-directive-2021/>
- **Fully vaccinated guests** with a valid negative pre-flight COVID-19 PCR test result will no longer be required to take a COVID-19 test or quarantine on arrival in the island. Travellers meeting these requirements will therefore be allowed to leave the port of entry with no restrictions. It should be emphasised that the Chief Medical Officer reserves the right to request COVID-19 testing of any traveller and to quarantine them if required. As soon as you arrive to our property, you have the full access of all facilities and ready to enjoy the blue sky, sand on your toes and the bright sun.
- **Non-vaccinated guests** are required to self-quarantine in their room upon arrival for 5 days, your second PCR Test can be scheduled after the fifth day in quarantine. Test results of the second PCR test will be communicated to the guest approximately 1 – 2 days after the samples arrive at the laboratory. The third party who facilitates the second PCR Test will let us know the end of your self-quarantine period. Until we receive this confirmation, **you should not leave your room**. This will ensure that all hotel departments have been informed of the end of your self-quarantine period. **Breaking quarantine is a criminal offence punishable by law**

- with a fine or imprisonment. For more details on all travel requirements and protocols in Barbados, visit [www.barbadostravelprotocols.com](http://www.barbadostravelprotocols.com)**
- Please be assured that all common spaces and guest rooms throughout our hotel are cleaned to the highest standards by specially trained, professional housekeepers, using EPA registered disinfecting chemicals proven effective in preventing the transmission of all viruses and pathogens, including COVID-19 in accordance with our local health guidelines.
  - In your room, you will find various wellness amenities, including a mask, gloves, hand sanitizer and disinfecting wipes, for your comfort and use as you explore Barbados. Hand sanitizer stations have also been placed in key areas throughout the hotel for your convenience. Please also note the wearing of masks in public, at the hotel or in Barbados, will be mandatory for all persons, with the exception of those with proven medical conditions.
  - Upon check-in you will be provided with a gold and black Fairmont Room Key. If you are a non-vaccinated guest, this key will only be active for a single entrance. Once the result is received and shared with the Front Desk, our team will call you to arrange an exchange with a new room key. Vaccinated guests will have regular access.
  - Magazines and newspapers are available for you to enjoy on your personal electronic device by downloading the **Press Reader** app or [www.pressreader.com](http://www.pressreader.com)
  - Text messaging service is now available; you can text us from anywhere inside or outside the hotel property on your cell phone.
    - North America SMS : +1-651-560-5720
    - UK / Europe SMS: +44-744-144-2301
    - There is no hotel charge for using this service, standard text messaging charge from your cellular phone provider applies. Please check with your provider.
  - Housekeeping Service
    - Housekeeping service will be performed daily for vaccinated travelers.
    - Non Vaccinated travelers will receive service after the second negative test.
    - The Service will be performed while you are out of your room.
    - Day service takes place between 8:30 am and 4 pm.
    - For safety of our guests and colleagues, please vacate the room during housekeeping service. If you wish to set up a cleaning time, dial "0".
    - Turndown service is available upon request after to 5 pm.
    - Should you need extra guestroom amenities, dial "0" and the contactless delivery will be arranged.

- For your safety and ours, wearing a mask is compulsory within the public areas of the hotel and Barbados. Masks will be worn by all employees and guests. All employees will be screened prior to their shift. Any employee showing signs of illness will be sent home and closely monitored.
- Contactless checkout is available via email, text message or telephone. Keys may be left in room or in checkout box in the lobby, and an invoice will be provided to the email on your reservation.
- We request you to kindly settle your stay charges prior to your departure time, so that we can adhere to physical distancing protocols at the Front Desk.

### **Facilities and Services Schedule for November 2021**

- Beach & Parks: 5:00 am - 7:00 pm
- In-Room Dining
  - Breakfast: 7:00 am – 11:00 am
  - Lunch/All Day dining: 11:00 am – 10:30 pm
  - Dinner: 6:30 pm – 10:30 pm
  - Late Night: 11:00 pm – 7:00 am
- Beach Club
  - Beach Loungers: 9:00 am – 5:00 pm
  - Food : 12:00 pm – 3:00 pm
  - Beverages : 10:00 am – 6:30 pm
- Palm Terrace Restaurant
  - Breakfast: 7:00 am – 11:00 am
- Taboras Restaurant
  - Taboras Bar, Beach and Pool Service – 11:00 am – 6:30pm
  - Lunch: 12:00 pm – 3:00 pm
  - Afternoon Tea: 4:00 pm – 5:00 pm
  - Dinner: 6:30 pm – 10:00 pm (last reservation 9:30 pm)
  - Bar: 11:00 am – 12:00 am
- Tennis Court – Open. Reservations required.
- Swimming Pool – Open.
- Watersports - Open
- Gym – Open - 7:30 am – 7:30 pm. Reservations required.

### In-Room Activities

With the aim to make your stay as comfortable as possible we are pleased to provide you with a number of thoughtfully curated In-Room Activities perfect for the entire family!

#### A – Games Delivery Service

Nothing brings the family together like playing a great board game in paradise. Our Guest Services team has thoughtfully curated a list of games the entire family will enjoy. To place an order for a game(s) just dial “0” and provide the operator with the list of games you would like.

#### List of Games Available

Games Selection	
Description	Prices in BDS
Domino in hard case	\$15.53
Scrabble	\$19.49
UNO	\$14.89
Playing Cards	\$1.73
Snakes and Ladders Board Game	\$17.19
Connect 4 Game	\$57.44
Classic Monopoly	\$80.44
Checkers Board Game	\$17.19

#### We’re ALL In This Together

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, practicing heightened hygiene measures, observing physical distancing, and following the guidance of hotel employees, signage and markers while on property.

**AXA partnership with Accor** – In May 2020, Accor announced an innovative strategic partnership with AXA, a world leader in insurance and assistance, to provide medical support to guests across Accor hotels worldwide, starting in July 2020. AXA medical solutions are available to help all our guests staying with us for any non-urgent medical situations, including suspected COVID-19 cases. AXA provides complimentary telephone consultation for our guests and chargeable face to face consultation if directed to AXA’s certified medical network. 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 front desk, and we will be happy to assist.

On behalf of our team, I want to thank you again for choosing Fairmont Royal Pavilion!  
Please do not hesitate to let us know if there is anything we can do to make your stay more comfortable.

Have a great stay!

Warmest Regards,



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