



Welcoming You Back

We are committed to ensuring that you stay safe and stay well during your stay.

For our members and guests who are planning on their return to Bermuda, we encourage you to read our updated wellbeing practices and policies.

Our reservation staff are available at 1.800.300.7349 or reservations@coralbeach.bm to assist with any questions or future reservations.

Our protocols and policies have continuously been evolving based on guidance from Bermuda Ministry of Health.

Although it is impossible to know what tomorrow holds, we want to assure you that we are looking ahead to ensure that you, our valued guests and members, will always be looked after with the highest degree of care and comfort.

To ensure our team follows all the protocols laid out by the government and public health authorities, we ask for your cooperation and understanding when joining us. Please visit <https://www.gotobermuda.com/bta/press-release/bermuda-tourism-authority-update> for information on your requirements to arrive and stay whilst in Bermuda.

Enhanced staff training will ensure continued compliance and improvements as we create an experience safely. Although things may look a little different, we feel confident that we will be ready to welcome you back safely and comfortably.

For flight information, please visit <https://bermudaairport.com/flights/flight-schedules/>

Pre-Stay

- Each guest will receive a confirmation email from the hotel prior to arrival providing additional information on the arrival process, contactless check-in, hotel services and amenities, fast check-out, and more.

What to bring with you?

- A thermometer to track and report your temperature daily
- Face masks for everyone travelling in your party
- A smartphone should public health monitoring team need to contact you
- Bring 2 printed copies of your Travel Authorization to show at Immigration on arrival, and a copy of your pre-travel COVID-19 test result

Arrival

- Guest arrivals will be spaced out to allow for individualized guest check-in. Check-in will be expedited to accommodate minimal contact. Full check-in details will be provided to guests in their confirmation email prior to arrival.
- Once test results are received from arrival tests, we ask that these be sent on to our team at our Front Desk frontdesk@coralbeach.bm

Housekeeping

We want to provide guests with the highest level of service and attention, but we understand if guests prefer to limit team members entering their guest room. To accommodate personal preferences, we are offering options for Housekeeping services:

- We understand some guests may not want to share their space with others once they arrive, so we will stock the room appropriately for the entire stay. If additional items are required, we would be pleased to place them outside your room at your convenience. For Housekeeping service call our desk for service. Open your windows and or patio doors to air your room and leave your room. We will service your room once aired out for at least 20 minutes

Guest Room

- Certain items will be removed from each guest room such as hotel collateral, and print magazines, books, etc. Items will be available upon request and disinfected between each use, or new items will be provided.
- Our staff has been trained to sanitize our club, rooms and public areas with a one-step hospital grade disinfectant cleaner and deodorant, Virex II, 256 by Diversey, EPA reg no 70627-24, for your peace of mind.
- In addition, we have added mist foggers with Airesentials chemicals, which are NSF and EPA approved to our cleaning regime.
- We deploy UVC Wands to treat high touch items.
- All our staff are mandated to have their temperatures checked at the start of their shift, wear mask while on duty, and follow strict hand hygiene regime.

Please help us stay safe with these simple preventive measures:

- Wash your hands often and use hand sanitizer in all food and beverage areas
- Wear a mask indoors and when physical distancing cannot be maintained. Mask do not need to be worn once seated at your table in our bars/restaurants or on the beach
- Hand sanitizer, disinfectant wipes and disposable masks have been placed for your convenience in your room.

Check-Out

- Contactless check-out via email or phone.
- Keys may be left in the room.
- Invoices will be emailed directly to guests.

Dining

- Guests can enjoy our many outdoor dining locations for meals. Our Longtail Terrace is open for breakfast, lunch and dinner. Reservations are required for lunch, dinner as well as beach loungers. Bookings can be made online or via our CBC App (for members) or by calling in to 441 236 2233 or email frontdesk@coralbeach.bm
- To ensure a pleasant and safe dining experience, table spacing has been adjusted to allow for six feet between tables.
- Guests will be asked to respect their reservation time and arrive on time to ensure physical distancing measures can be followed.
- Tables and chairs will be fully sanitized between each guest.

Room Service

- Contactless drop-off and pick-up of in-room dining is available.
- Trays will be disinfected between each use.
- Delivered by a staff member wearing a mask.

Reservations are required in advance for all activities such as beach, squash, tennis and gym in addition to our food and beverage outlets, and can be made on our app.

Please download our user-friendly CBC App before arrival for members bookings.

For our non members, please email frontdesk@coralbeach.bm to make all advance bookings.