

*Buddy Dive*



# YOUR BUDDIES TEMPORARILY 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. 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.

We look forward to welcome you again soon!

The Buddy Dive team



## GENERAL

- Management will make sure all safety measures are carried out and will ensure compliance throughout all departments.
- 95% Of our staff is fully vaccinated.
- Shared equipment is being cleaned and disinfected after each shift or after a change of user.
- Staff is provided with proper Personal Protective Equipment (PPE).
- Social distancing is enforced.
- Touch-free hand sanitizers are placed in all public areas.
- Credit card and room charge is preferred
- High touch point areas are cleaned and disinfected more frequently and thoroughly.
- Face masks are only mandatory in closed areas



## DIVE OPERATION - GENERAL

- Social 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.
- High contact points and surfaces such as doorknobs, handrails, counters are being cleaned frequently.
- Tank valves, weights, tools, and diver gear will be cleaned and disinfected upon return.
- Rinse tanks are being emptied more frequently.
- Buddy Dive advises 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 are available in all public areas of the dive operation. Including analyzing areas, boats, rental areas etc..



## 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, based on the best practices. These best practices will be communicated throughout the dive operation
- 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.





## DIVE OPERATION - BOAT DIVING

- Number of guests per boat are limited
- Extra help getting guests safely on and off the boats applies in combination with extra sanitation measures.
- Couples and family members can help each other on and off the boats.
- Boats will be sanitized after each trip.
- Boats no longer have rinse tanks to reduce the risk.
- 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 in open-air as much as possible.
- PADI E-learning courses are strongly encouraged.
- Special procedures are put in place for all courses. This will be communicated with students upon sign-up. We hereby follow the best practices of the certifying agencies.
- Classrooms will be cleaned and disinfected after use.



## DIVE OPERATION - DRIVE THRU

- Tank valves will be disinfected after each use.
- Social distance applies in the tank room (Air & Nitrox).



## DIVE OPERATION - RETAIL STORE

- A maximum of 10 people is allowed in the store at once. This includes staff.
- Use of hand sanitizer upon entry is mandatory.
- Please wear a mask inside the store
- Digital payments are encouraged.
- Demo masks will be disinfected upon return and issue.
- Activity and dive bookings can also be done digitally, by phone or via the 'dive butler' that is available via WhatsApp.



## AIRPORT TRANSFER

- Buddy Dive follows the local regulations with regards to transportation.
- In case of larger group transportation, face masks are advised to be used.
- Social distancing rules apply.





## FRONT-OFFICE

- To prevent queuing at the front-office upon arrival, room key, beach towels and 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. Check-in needs to be done within 24 hours after arrival.
- A credit card deposit is needed for incidents 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 results 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.



## GUEST ROOMS

- Our staff continues maintaining strict cleaning standards.
- Guest rooms will only be entered when guests are not present.



## HOUSEKEEPING

- Public areas are being cleaned and disinfected more frequently.
- High touch point areas are being cleaned and disinfected frequently and thoroughly.
- Our staff is paying special attention to areas such as door handles, switches, counters, pens, phones, touchscreens, remote controls etc.
- Our staff uses approved disinfectant products and proven sanitizing methods.



## LAUNDRY

- Our staff uses disinfectant washing detergent.



## CAR RENTAL

- Cars will be cleaned and disinfected after each renter.
- Guests receive a damage report by mail per car which they can check after checking in at the front-desk (within 24 hours after arrival).
- In order to receive the car key, a deposit must be done (see check-in at front-office).
- Upon return, an employee will check the car for damage.
- To avoid queuing the check-out process is done on appointment only.



## FOOD & BEVERAGE

- Employees disinfect their hands and wrists regularly.
- Guests who enter the restaurant, are asked to disinfect their hands.



- Guests who enter and leave the restrooms, are asked to wash their hands.
- All tables and chairs are cleaned, disinfected and checked in between seatings.
- Buddy Dive temporarily suspended table preparations as they are not possible within the current social distancing regulations.
- Buddy Dive encourages digital payments and room charge.



## **BREAKFAST**

- Our breakfast buffet is served in the breakfast area.
- Guests may enjoy their breakfast in Blennies, Ingridients or in their room.
- Face masks are not mandatory in our restaurants.
- Guests will be asked to sanitize their hands before using the buffet.



## **POOL/BEACH**

- Beds may be moved by guests, keeping in mind that the social distance is maintained.
- All beds are being cleaned regularly.

