



1-876-965-3000 | WhatsApp 876-564-3000 | stay@jakeshotel.com

June 21, 2020

## We're longing to welcome you to Jakes!

Thankfully our community of Treasure Beach has kept safe and healthy, but we've missed our visitors. We have prepared for your arrival by instituting all the protocols necessary to protect you and the Jakes family in line with the WHO and Jamaican government guidelines.

Jakes is blessed to be on the sea surrounded by farmland in a small fishing village where nature and design come together to give every guest their much needed space to rest and relax.

### **Transfer to Jakes**

Whether you chose to rent a car or have a driver collect you rest assured that the vehicle will have been thoroughly sanitised before you enter.

Authorised Jakes drivers have undergone COVID resilience training and are equipped with gloves and masks and/or face shields.

There will be a shield between you and the driver.

You will be asked to forego air conditioning and travel with the windows open.

You will not travel in a vehicle with anyone not in your party unless physical distancing is possible and your prior approval has been given.

### **Check in**

A very warm but physically distant welcome awaits you at Jakes!

The Jakes lobby, like all other areas, of the property will be consistently sanitised with all counters being disinfected after each check in.

We have followed the guidelines and removed all unnecessary soft furnishings and reading material so it may look a little sparse.

Only guests traveling together will be in the lobby at the same time.

The check in documentation and your credit card information would have been requested from you via email ahead of your arrival and your e-signature received to reduce paper handling.

Your room keys will be sanitised in front of you by the Front desk team who will be wearing a face shield and/or mask.

Your temperature will be taken by a touchless thermometer and logged.

If you do not have a mask you will be asked to purchase one in the gift shop.



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## **Rooms**

Your luggage will be taken to the door of your room but not placed inside as no team member except housekeeping will enter your room unless required.

You will note a paper seal on the door which designates that the room has been sanitised and no one has entered it since.

All unnecessary soft furnishings such as throw pillows and floor rugs have been removed from the guest rooms.

Your room will be thoroughly sanitised each day by housekeeping wearing appropriate PPE however you can elect no service except for fresh sheets and towels if you prefer.

All rooms are designed to benefit from the sea breezes and are equipped with fans if you prefer not to use the air conditioning.

## **Bar & Restaurant**

Our dining is outside under the sky and stars and there are no enclosed air conditioned areas.

All Jakes team members will be wearing face shields and/or masks and have been trained for your safety and theirs on how to adhere to best practices around COVID-19.

The dining tables & chairs are placed with adequate spacing between each and are thoroughly cleaned after each seating.

Table and glassware will be brought to the table only once you are seated. No tablecloths or cloth napkins will be used at this time.

We will continue to use our blackboard menus to reduce the need to handle menus.

The bar stools have been removed at this time.

You can request room service for breakfast by ordering the night before.

## **Property Protocols**

You will notice signage across the property reminding everyone to

- Wash hands and sanitise
- Wear a mask
- Maintain physical distance of 6ft from others not in your party

There are also touchless hand sanitizer dispensers located strategically for easy access.



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Please note that all Jakes team members:

- have their temperature taken daily when they report to work and are instructed not to come to work if they feel ill.
- are equipped with the appropriate PPE for their department however each member has their individual face shields and masks at a minimum.
- have undergone COVID-19 resilience training and the reminders are ongoing.

### **Excursions & Activities**

Our sea water pool is always available to our guests and the Caribbean Sea is just steps away.

There is an open air yoga deck and our spa has modified how we offer treatments to ensure you are safe while being pampered.

Fortunately many of our excursions can be enjoyed while physically distancing such as boat trips and bicycle tours which leave from the property, as well as walking tours of Treasure Beach.

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There are many, many additional protocols that have been instituted by Jakes in keeping with the guidelines which we will not bore you with, however we welcome questions and suggestions.

We are eager to ease any concerns and reassure you of our readiness to welcome you.

See you soon!

I love

The Jakes Family