



## Bubble Resort Protocols & FAQ's

Mandarin Oriental, Canouan has been classified as a Bubble Resort by the St. Vincent & The Grenadines Ministry of Health, Wellness and the Environment (MOHWE). We are pleased to share that guests arriving by commercial air now have limited access to resort facilities and leisure attractions whilst following social distancing protocols and enhanced hygiene safety measures during their required quarantine period.

In line with local health and government official requirements, mandatory health and safety measures include temperature screening at entrance, health questionnaires, hand sanitisers, and increased sanitation and disinfection of all surfaces in [suites and villas](#), [restaurants](#) and common facilities. Our team continues to employ social distancing practices throughout the resort, which includes the wearing of personal protective equipment, revised maximum capacities for elevators, restaurants and other public spaces. All restaurants offer dining tables that are set two metres apart. A medical physician is available on property to assist with tests, conduct assessments, ensure all protocols are enforced and liaise with the MOHWE health offices as may be required.

At Mandarin Oriental, the comfort, health and safety of our guests and colleagues is always our highest priority. In order to continue maintaining a safe and healthy environment, the following are expectations for arrival to Canouan Island and required quarantine as a Bubble Resort:

### Commercial Air Travel

- Guests must arrive with a negative RT-PCR result for SARS-CoV-2 taken within 72 hours of arrival and present a completed [Pre-Arrival Form](#).
- Guests will undergo a rapid antigen test upon arrival to the resort
- Guests must complete health declaration forms on arrival to resort
- Temperature checks
- RT-PCR test will be conducted on day 3

### Period between arrival and antigen rapid test result

- Guests are required to remain in their accommodation until the first negative antigen test results are received or as indicated by the Port Health Officer

### Period between negative antigen test result and RT-PCR test result

- RT-PCR test is required on day 3 and will be administered at the resort
- Guests will be able to enjoy limited resort facilities and leisure attractions after receiving the negative antigen test result and before the RT-PCR test result:
  - Breakfast, lunch, and dinner at a dedicated restaurant
  - Limited access to tennis and golf. the assigned Butler will assist coordinating activities.
  - Housekeeping service will be provided once daily whilst guests have unoccupied their accommodation
  - A dedicated beach area until negative RT-PCR test results are received
- Guests will need to refrain from leisure attractions such as spa, fitness centre, pool, excursions, non-motorized watersports and all dining facilities (excluding dedicated restaurant) until RT-PCR test results are received or as indicated by the Port Health Officer
- All guests in quarantine will be given a wristband to be worn upon arrival. Wristbands are not required for guests that have received their negative RT-PCR test result.

#### Period between negative RT-PCR test results and end of stay

- Guests will be able to fully enjoy all resort facilities and leisure attractions upon receiving negative RT-PCR test results
- In order to comply with the Bubble Resort protocols, guest transportation should be conducted without interruption, stops or picking up other guests along the way. An uninterrupted end-to-end transfer is mandatory.

#### Private Air Arrival

- Guests must arrive with a negative RT-PCR result for SARS-CoV-2 taken within 72 hours of arrival and present a completed [Pre-Arrival Form](#).
- Guests will undergo a RT-PCR test upon arrival to the airport
- Guests will undergo a rapid antigen test upon arrival to the resort
- Guests must complete health declaration forms on arrival to resort
- Temperature checks

#### Period between arrival and antigen rapid test result

- Guests are required to remain in their accommodation until the first negative antigen test results are received or as indicated by the Port Health Officer

#### Period between negative antigen test result and RT-PCR test result

- Guests will be able to enjoy limited resort facilities and leisure attractions after receiving negative antigen test results and before the RT-PCR test results:
  - Breakfast, lunch, and dinner at a dedicated restaurant
  - Limited access to tennis and golf. The assigned Butler will assist in coordinating activities.
  - Housekeeping service will be provided once daily whilst guests have unoccupied their accommodation
  - A dedicated beach area until negative RT-PCR test results are received
- Guests will need to refrain from leisure attractions such as spa, fitness centre, pool, excursions, and non-motorized watersports and all dining facilities (excluding the dedicated restaurant) until negative RT-PCR test results are received or as indicated by the Port Health Officer
- All guests in quarantine will be given a wristband to be worn upon arrival. Wristbands are not required for guests that have received their second negative RT-PCR test result.

#### Period between negative RT-PCR test results and end of stay

- Guests will be able to fully enjoy all resort facilities and leisure attractions upon receiving negative RT-PCR test results
- In order to comply with the Bubble Resort protocols, guest transportation should be conducted without interruption, stops or picking up other guests along the way. An uninterrupted end-to-end transfer is mandatory.

Further information about the facilities available to guests during quarantine can be found below:

**Q: If guests are travelling with others of the same party but have travelled from different locations, are they able to quarantine together?**

**A:** Guests can only quarantine together if they have travelled from the same location on the same day otherwise, they will need to start the process again from the beginning.

**Q: Does this protocol also relate to the dedicated restaurant and enjoying the beach, tennis or golf?**

**A:** Yes, guests from different households or parties will not be able to dine or gather until they have all received their negative RT-PCR test result.

**Q: If guests are travelling with another household/party located in the room next door, are they able to have the interconnecting doors open during quarantine?**

**A:** Yes, the interconnecting doors can be open during the stay whilst in quarantine.

**Q: If guests are travelling with another household/party located in a non-interconnecting room, will they be able to gather in their room whilst in quarantine?**

**A:** Guests will only be allowed to gather if all guests part of the same household/party are in quarantine together.

**Q: How will the RT-PCR test be administered?**

**A:** RT-PCR tests will be administered in guests' rooms

**Q: What happens after having received the negative RT-PCR test result?**

**A:** Upon receiving the negative RT-PCR test result, guests will be able to use all of the resort's facilities and enjoy leisure attractions, including being able to leave the resort to explore the island at the discretion of the medical physician. Please note that the designated restaurant will not be accessible to guests after receiving a negative test result.

With our resort being home to a collection of elegant colonial-style suites, chic Italian-design [Patio Villas](#), and spacious [Lagoon Villas](#), social distancing is effortlessly achieved throughout an impeccable 1,200-acre property. Enjoying a private hillside location, all villas overlook the resort on the northern part of Canouan Island and offer the luxurious solution to harmonious social distancing. These tranquil villas are the ultimate in stylish indoor/outdoor accommodation with private infinity pools for an idyllic tropical island getaway.

For the latest full details about requirements for entry into St. Vincent & The Grenadines, please visit <http://health.gov.vc/health/index.php/covid-19-protocols-documents>