



## BUBBLE RESORT PROTOCOLS & FAQ'S

**Mandarin Oriental, Canouan, Soho Beach House Canouan and Canouan Estates Resort and Villas** have 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 will 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 sanitizers, 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 meters apart. **A Medical Physician is also available on property to assist with the tests, conduct assessments, ensure all protocols are enforced and liaise with the MOHWE District Health Officials as may be required.**

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:

### For Guests travelling commercially:

- Guests must arrive with a negative RT-PCR results 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
- On day 3 a RT-PCR test will be conducted

### Period between arrival and receipt of 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 Health Officer.

### Period between receipt of negative antigen rapid test and RT-PCR test results

- A RT-PCR test will be required on day 3, which will be performed at the resort
- After receipt of negative antigen results and before receiving the results of the RT-PCR test, guests will be able to:
  - Enjoy Breakfast, lunch, and dinner at a dedicated restaurant
  - Have limited access tennis and golf. The assigned Butler will assist in coordinating activities.
  - Housekeeping service will be provided once daily whilst guests are out of their accommodation
  - Enjoy a dedicated beach area until negative RT-PCR test results are received
  - Guests will not be permitted to utilize the spa, fitness centre, excursions, and non-motorized watersports and all dining facilities (excluding dedicated quarantine 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 second RT-PCR negative test result.

### Period between receipt of negative RT-PCR test results and end of stay or as cleared by the Port Health Officer

- Upon receipt of negative RT-PCR test results, guests will be allowed to fully enjoy the resort's facilities, at **Mandarin Oriental Canouan, Canouan, Estates Resort and Villas and Soho Beach House Canouan**.
- In order to comply with the Bubble protocols, guest transportation between Mandarin Oriental Canouan, Canouan Estate Resort & Villas and Soho Beach House Resort should be conducted without interruption, stops or picking up other guests along the way. An uninterrupted end-to-end transfer is mandatory in order to comply with the Bubble Protocols.



## For Guests travelling via Private Jet

- Guests must arrive with a negative RT-PCR results for SARS-CoV-2 taken within 72 hours of arrival and present a completed [Pre-Arrival Form](#).
- Guests will undergo a RT-PCR tests at the airport upon arrival
- 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 receipt of 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 Health Officer.

### Period between receipt of negative antigen rapid test and RT-PCR test results

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### Period between receipt of negative RT-PCR test results and end of stay or as cleared by the Port Health Officer

- Upon receipt of negative RT-PCR test results, guests will be allowed to fully enjoy the resort's facilities, at **Mandarin Oriental Canouan, Canouan, Estates Resort and Villas** and **Soho Beach House Canouan**.
- In order to comply with the Bubble protocols, guest transportation between Mandarin Oriental Canouan, Canouan Estate Resort & Villas and Soho Beach House Resort should be conducted without interruption, stops or picking up other guests along the way. An uninterrupted end-to-end transfer is mandatory in order to comply with the Bubble Protocols.



## Frequently Asked Questions

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 dining in the dedicated quarantine 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 at a cost of USD 100.00 USD per person

**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 Doctor. Please note that designated quarantine restaurant will not be accessible to guests after receiving a second negative test result.

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>

We look forward to welcoming your clients to our slice of paradise.

