



WHAT TO EXPECT

Vacationing with us nowadays might look slightly different. But rest assured we're committed to sending you home rested, relaxed, and healthy.

RELEASE WAIVER

You will be required to sign a waiver release that acknowledges you understand and acknowledge the inherent risks associated with COVID-19 and are agreeing to stay at Country Country recognizing and assuming these risks. See Page 3 .

FIGHTING 5 PLEDGE

You will be required to read, sign, and adhere to the guidelines that govern our operation in the Covid-19 environment. That includes all protocols involved with (1) Hygiene (2) Social Distancing (3) Mask Wearing (4) Screening (Wellness Checks and Contact Tracing) and (5) Promoting a Culture of Caring. We keep you safe. You keep us safe. We're all in this together! See Page 2.

HOUSEKEEPING & BELLMAN

We will clean and sanitize your room before arrival but will not enter your room during your stay. Clean towels and amenities will be replenished daily but delivered and placed just inside your door. All promotional and information materials have been removed from your room (Bible, Guest Directory, etc.). All decorative pillows and bed scarves have also been removed. We will have cleaned, sanitized, and bagged all small use items in your room before your arrival: A/C remote, TV Control, water glasses, coffee cups. However, we encourage you to personally sanitize these throughout your stay. Our Bellman will sanitize your luggage upon arrival. He will deliver to your room by placing them just inside your door.

RESTAURANT & BAR SERVICE

Our restaurant and bar seating capacity has been reduced by 30%. Room Service has been suspended. Due to the unpredictability of our occupancy, dinner service menus may be limited. Theme nights may also be limited and days may vary. We will encourage Guests to download all our menus on or before arrival in order to limit use of physical menus while on property. In periods of high occupancy, Guests may be asked to make reservations for breakfast.

BEACH & POOL

Market umbrellas (with lounge chairs beneath) will be pre-set each morning in compliance with social distancing requirements. By establishing your umbrella as your 'home base' for the day you will assist us in keeping the proper distance away from other Guests.

GROUPS

If you are travelling as part of a large group, you will be asked to gather in groups of less than 10 while dining and socializing. While this is driven by a Government requirement, it also prevents infringing on the rights of other Guests. Please help us ensure that your merriment is not at the detriment of others. Thanks in advance for your cooperation.

CASHLESS TRANSACTIONS

Help us limit the use of cash on property by signing checks to your room account and making one final settlement upon check-out. Tipping can be added on to all guest checks at the end of service, or on your final bill upon check-out.





FIGHTING 5 PLEDGE

Fighting the spread of Covid-19 requires a shared communal effort. I pledge to adhere to the Five principals below in order to keep Country Country a safe and virus-free environment.

1

HYGIENE – I will wash and sanitize my hands frequently and constantly.

Cleaning your hands is essential to stopping the transfer of infectious droplets from surfaces to your nose, mouth, and eyes. But frequency makes a bigger difference than many realize. Multiple hand washing/sanitizing stations have been installed throughout the property. Make it a habit of making a pit stop each and every time you pass by.

2

SOCIAL DISTANCING – I will keep a safe distance of 6ft away from all others outside of my travelling party.

Covid-19 spreads primarily through respiratory droplets emitted by infected people when they cough, sneeze, talk, or simply exhale. This is why physical distancing is so important. While we can't avoid all avoid face-to-face encounters, we've put up Plexiglas barriers and socially spaced our chairs, tables, umbrellas and lounge chairs. When we do interact, we'll do so quickly and efficiently to limit our face time. Importantly, we will not initiate any physical contact (no hugs, no handshakes) and we respectfully ask that you do the same.

3

MASKS – I will wear a mask as I move throughout the hotel and if I am interacting within 6 ft of any person outside of my travelling party.

All Staff Members will be required to wear a mask while on property. As of this writing, it is Jamaican law that masks are to be worn in all public places. While some debate the benefits of mask wearing, we believe the evidence is overwhelmingly that masks prevent the spread of respiratory droplets from person to person. More importantly, we subscribe to the message that wearing a mask conveys: I keep you safe; you keep me safe. Those are not just words we say—but words we live by. Note that the wearing of masks during for all water activities is discouraged as it poses a drowning hazard; social distancing is encouraged instead.

4

SCREENING – (i) I will complete a wellness check upon arrival (ii) I will use only hotel sanctioned drivers for transportation while on island—including pick up at the airport (iii) I will limit my movements off property—but if I do venture out, I will agree to log my movements with hotel security/agents.

All staff members will be screened daily for symptoms of covid-19 (fever, cough, sore throat, shortness of breath, loss of taste or smell, nasal congestion, runny nose). We'll ask that you complete a similar wellness check upon arrival. Accurate data is required in the event we may need to contact screen. You will be asked to limit movement outside of the hotel and minimize your contact with persons outside of the hotel, including taxi drivers. If you do venture out, we will need to know where you are going, how long you will stay, and how and who will transport you. Screening your health, and the health of all you will come into contact during your stay is of paramount importance to us.

5

CULTURE OF CARING – I will do my part in creating a caring, safe environment by rigorously and thoroughly adhering to the protocols above.

There are those who tend to focus on two desires: safety and freedom; keep me safe and leave me alone. However, when you have a community that cares about each other, then people are interested in adhering to the guidelines *for other people*. If you are a Repeat Guest, you will know that that is the kind of people we are, and we hope we attract like-minded customers. We know we won't be perfect all the time (especially when libations and merry making are involved), but don't take offense if you're reminded of our rules. Remember the source of our concern is that *we care*—about you, your fellow guests, and our Staff.





AGREEMENT, WAIVER & RELEASE REGARDING COVID-19

AGREEMENT, WAIVER AND RELEASE REGARDING COVID-19

I understand that there are many unknowns related to the COVID-19 virus, including but not limited to its methods of transmission, presentation of symptoms, and duration. I further understand and acknowledge the inherent risks associated with COVID-19 and are agreeing to stay at the hotel property operated under the Marina Resorts Limited t/a Country Country brand (the "Hotel") recognizing and assuming these risks. I release, hold harmless and covenant not to sue Marina Resorts Limited t/a Country Country, the property owner of the Hotel, the Hotel operator and their past or present predecessors, successors, affiliates, parents, subsidiaries, related entities, directors, assigns, officers, agents, attorneys, managers, employees, former employees, members and servants, or other individuals in any way related to the Hotel (the "Releasees") for all actions, causes of action, claims or damages, damages at law or in equity of whatever kind related directly or indirectly to the transmission or spread of COVID-19 or any financial damages arising either directly or indirectly from the transmission or spread of COVID-19, including those actions, claims or damages arising out of the acts or failure to act of either the Releasees, any individuals on the premises of the Hotel, or my own acts or failure to act while I am a guest at the hotel and its facilities, except those which are due to the gross negligence of the Releasees.

During the time I, or those I am responsible for, am or are present at the hotel property, I agree to comply with any and all requirements of the Hotel related to COVID-19, including but not limited to compliance with governmental directives and/or orders, use of social distancing and/or masks, immediate disclosure to the Hotel of symptoms and/or knowledge of possible infection, personal hygiene, self-isolating and quarantining and any other orders or directives issued by the Hotel or any agencies or entities of Jamaica.

Should any portion of this agreement be declared unenforceable by a court of competent jurisdiction, the remaining parts shall remain in full force and effect. I irrevocably agree that any dispute arising out of, or in connection with, this Agreement and in particular with reference to this COVID-19 exclusion clause, shall be governed by Jamaican law and shall be decided solely and exclusively by the Jamaican courts.

Signed _____

Date _____

Signed _____

Date _____

