



CAMBRIDGE BEACHES
RESORT & SPA

The *Isle* in Bermuda

We look forward to welcoming you at Cambridge Beaches Resort and Spa and want to ensure that your visit, despite these challenging times, additional steps and regulations being implemented, will be met with the same level of warmth, care, and Bermudian hospitality that we are renowned for.

We would like to remind you that Cambridge Beaches requires any person booking a room at the resort to be at least 25 years old. Cambridge Beaches Accommodations, Beaches, Indoor and Outdoor Pools, and Public Areas are for hotel guests only; non-hotel guests are prohibited in these areas. Non-hotel guests are welcome to dine at our restaurants and bars (reservations are required).

We have developed special guidelines that will ensure that we are conforming to all of the COVID-19 Protocols that are outlined by the Bermuda Government in conjunction with the Department of Health and the Bermuda Hotel Association. The Protocols for travelers to enter, enjoy, and depart Bermuda can be found at www.gov.bm/coronavirus-travellers - **PLEASE CHECK REGULARLY FOR ANY LAST MINUTE GOVERNMENT UPDATES. PLEASE NOTE - There are separate protocols for Immunized and Non-Immunized Travelers.** Please see outline of protocols below which were in effect as of creating this document.

Cambridge Beaches Reopening Details and COVID-19 Response Information can be found at <https://www.cambridgebeaches.com/blog/covid-19-health-crisis/>.

PRE-ARRIVAL PROCEDURES -

- **All Guests MUST obtain a negative COVID-19 Test Result with 5 days of arrival to Bermuda** (Visitors 9 years and under do not require testing)
- A valid pre-arrival test result must meet the following standards:
 - Display travellers' full name and date of birth
 - Date of Test must be no more than 5 days of arrival. The day of the test, is day 0. *(For example, a pre-arrival COVID-19 PCR test taken on 4th December is valid for arrival on 9th December).*
 - Test result must be negative
 - Test type must be a PCR test. Note: The COVID-19 PCR test cannot be an antigen or antibody test. It must be a PCR test.
 - Test must be performed by an accredited laboratory
 - Display full name of laboratory and contact information for laboratory
 - Full description of requirements can be found at www.gov.bm/coronavirus-pre-vetted-travel-authorisation
- **All travelers must apply for a Bermuda COVID-19 Travel Authorisation 1 to 3 days before departure** and cannot travel to Bermuda without an approved Travel Authorisation. Submission of a Travel Authorisation within 24 hours of your travel date will not be approved.
 - **Travel Authorisation Applications can be found at** www.gov.bm/coronavirus-travellers-visitors
 - Travel Authorisations will be vetted between 9am and 8pm daily. Submission of a Travel Authorisation within 24 hours of your travel date will not be approved. Any traveller needing an emergency Travel Authorisation issued the day of travel must contact the COVID-19 Helpline on +1(441)444-2498.

ARRIVAL PROCEDURES -

- **All Guests arriving from the airport**
 - Guests arriving from the airport must have a pre-arranged transport in order to arrive at the resort under the government guidelines for limited contact at check-in due to quarantine restrictions. Drivers will call the resort as they approach to inform the resort of your arrival. Please contact our Guest Reception Agents at fo@cambeach.bm with your flight number and arrival time and they will assist you. The cost is an average \$70-\$75 per taxi each way (all taxis are metered and cost the same; 6 people maximum per taxi).

- Mandatory – taxi drivers must give a receipt to passengers that include: driver name, vehicle license number, date and time of journey (a business card would be acceptable if no receipt can be given e.g. pre-paid transfers). This is for contact tracing purposes. Guests to keep receipts during their on-island stay. Drivers should record passengers name, date, time and destination name, date, time and destination.
- Upon arrival to Cambridge Beaches your taxi driver will take you directly to your room, where the Guest Reception Agents will contact you in your room via phone to verify your registration details and email you your Cambridge Beaches Welcome Information.
- On Island COVID-19 Testing – All guests (immunized and non-immunized) are required to have a Day 0 (arrival airport test), Day 4, Day 8, and Day 14 COVID-19 test. All required test appointment times and locations are given to travelers during their Airport Test.
- PLEASE NOTE – Bermuda is currently under curfew from 11pm – 5am (exceptions are made for late night flight arrivals, travelling via taxi to accommodations)

GUEST PROTOCOLS BASED ON IMMUNIZED, NON-IMMUNIZED AND COUNTRY OF ORIGIN -

IMMUNIZED GUESTS FROM USA or CANADA

- Please see mandatory Bermuda Government Protocols at www.gov.bm/coronavirus-covid-19-information-immunised-travellers
- Guests MUST quarantine at Cambridge Beaches until they receive their Negative Results from their Airport Test (results are emailed to guests between 8 – 24 hours after taking test).
- **DURING QUARANTINE WHILE WAITING AIRPORT TEST RESULTS–**
 - **You are NOT allowed indoors except for your room until you have received your Negative Airport Test Results (do not enter Guest Reception/Lobby, Indoor Dining and Bar Services, Spa, Indoor Pool).**
 - Outdoor Dining and Bar Services are available (if inclement weather, Room Service is available)
 - Outdoor Pool and Beaches are available
 - **DO NOT be in close contact with other persons who have not travelled with you.**
 - **DO NOT leave Cambridge Beaches Property.**
 - **MUST wear a mask, sanitize hands and practice physical distancing.**
 - **PLEASE NOTE** – during Quarantine no staff can enter guest rooms until guests quarantine is over (i.e. Housekeeping, Room Service).
 - Fresh linens, towels, toiletries, etc. are available via door delivery
 - Extra toilet paper, tissues, and trash liners will be stocked in guest room on arrival
 - Please contact Housekeeping for trash pick up.
 - Room Service will be delivered to your door for collection
 - Once the necessary negative test results are received to be released from quarantine, please immediately e-mail the results to the Guest Reception Agents at fo@cambeach.bm. If a positive test result is received, please call Guest Reception for immediate instruction.
- **AFTER QUARANTINE** – Guests are then free to explore the island as they wish; while adhering to the Bermuda Government COVID-19 Protocols and Public Health Guidance published on www.gov.bm/coronavirus.
 - Must continue to wear a mask, sanitize hands and practice physical distancing
 - All indoor activities in Bermuda are presently closed due to COVID-19. I.e. Gyms, Indoor Dining (with the exception of hotel restaurants for their hotel guests), Museums, Movie Theaters, etc. Please see further restrictions at www.gov.bm/coronavirus-recreation.

IMMUNIZED GUESTS FROM ENGLAND or EUROPE

- Please see mandatory Bermuda Government Protocols at www.gov.bm/coronavirus-covid-19-information-immunised-travellers
- Guests MUST quarantine at Cambridge Beaches until they receive their Negative Results from their Day 4 Test (results are emailed to guests between 8 – 24 hours after taking test).
- **WHILE WAITING AIRPORT TEST RESULTS –**
 - **You are NOT allowed indoors except for your room until you have received your Negative Airport Test Results (do not enter Guest Reception/Lobby, Indoor Dining and Bar Services, Spa, Indoor Pool).**
 - Outdoor Dining and Bar Services are available (if inclement weather, Room Service is available)
 - Outdoor Pool and Beaches are available
- **ONCE AIRPORT RESULTS RECEIVED, OPEN TO GUESTS DURING 4 DAY QUARANTINE:**
 - Indoor and outdoor dining and bars, beaches, pools, watersports, tennis, croquet, spa, and spa services

- **DURING 4 DAY QUARANTINE -**
 - **DO NOT be in close contact with other persons who have not travelled with you.**
 - **DO NOT leave Cambridge Beaches Property.**
 - **MUST wear a mask, sanitize hands and practice physical distancing.**
 - **PLEASE NOTE** – during Quarantine no staff can enter guest rooms until guests quarantine is over (i.e. Housekeeping, Room Service).
 - Fresh linens, towels, toiletries, etc. are available via door delivery
 - Extra toilet paper, tissues, and trash liners will be stocked in guest room on arrival
 - Please contact Housekeeping for trash pick up.
 - Room Service will be delivered to your door for collection
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- **NON- IMMUNIZED GUESTS FROM USA or CANADA**
 - Please see mandatory Bermuda Government Protocols at www.gov.bm/coronavirus-travellers
 - Upon arrival, all non-immunized overseas guests MUST go immediately to their room and quarantine in their room while they await their airport test results; guests can also use their patio during quarantine. It is imperative for liability and safety reasons that no one leaves their room or patio, even to walk around the property. Our Guest Reception Agents will contact you in your room via phone to verify your registration details and email you your Cambridge Beaches Welcome Information.
 - **DURING QUARANTINE WHILE WAITING AIRPORT TEST RESULTS–**
 - **You are NOT allowed to leave your room or patio**
 - Room Service is available
 - **PLEASE NOTE** – during Quarantine no staff can enter guest rooms until guests quarantine is over (i.e. Housekeeping, Room Service).
 - Fresh linens, towels, toiletries, etc. are available via door delivery
 - Extra toilet paper, tissues, and trash liners will be stocked in guest room on arrival
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 - Room Service will be delivered to your door for collection
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 - **You are NOT allowed out of your room or patio**
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 - Indoor and outdoor dining and bars, beaches, pools, watersports, tennis, croquet, spa, and spa services
- **DURING 4 DAY QUARANTINE -**
 - **DO NOT be in close contact with other persons who have not travelled with you.**
 - **DO NOT leave Cambridge Beaches Property.**
 - **MUST wear a mask, sanitize hands and practice physical distancing.**
- **PLEASE NOTE** – during Quarantine no staff can enter guest rooms until guests quarantine is over (i.e. Housekeeping, Room Service).
 - Fresh linens, towels, toiletries, etc. are available via door delivery
 - Extra toilet paper, tissues, and trash liners will be stocked in guest room on arrival
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- **AFTER QUARANTINE** – Guests are then free to explore the island as they wish; while adhering to the Bermuda Government COVID-19 Protocols and Public Health Guidance published on www.gov.bm/coronavirus.
 - Must continue to wear a mask, sanitize hands and practice physical distancing
 - All indoor activities in Bermuda are presently closed due to COVID-19. I.e. Gyms, Indoor Dining (with the exception of hotel restaurants for their hotel guests), Museums, Movie Theaters, etc. Please see further restrictions at www.gov.bm/coronavirus-recreation.
- **ALL GUESTS ALREADY ON ISLAND (Overseas guests who have already received their 4th day on-island negative test results)**
 - Email fo@cambeach.bm with your estimated check-in time.
 - Facemasks are required to be worn in the Guest Reception and Main House.
 - Use the provided hand sanitizer station while entering the Guest Reception and Main House.
 - Check-in time is 3pm. Check-out time is at 11am.

ADDITIONAL RESORT INFORMATION

Food and Beverage Procedures

- During Quarantine Room Service is limited to door delivery (no setting up of table or items. The waiter cannot enter guest rooms.)
- Dinner reservations are required.
- Tables at Restaurants will be placed with social distancing in mind.
- All guests are required to wear masks until seated at their table and when moving about the restaurant.
- Hand sanitizer stations will be present and all guests will be asked to sanitize their hands before entering the restaurant. Temperatures will also be checked with a non-contact thermometer.
- Concierge assistance will be available for outside dining needs and transportation. Restaurants require reservations to obtain contact tracing information, so please book a minimum of one day prior.

Spa, Fitness Centre & Gym

- The Ocean Spa will be open Wednesday through Sunday (closed Monday and Tuesday) www.cambridgebeaches.com/hotel-services/ocean-spa/ or oceanspa@cambeach.bm
- **IMMUNIZED GUESTS** – once guests receive their Negative Airport Test, guests are allowed to use the Spa and have Spa Treatments. Guests MUST present their Immunization Card at arrival to the Spa.
- **NON-IMMUNIZED GUESTS** - Regulations by the Bermuda Government Health Department require visitors to wait until their Day 8 negative test results before entering a Spa and receiving Spa Treatment.
- Face Masks MUST be worn at all times in the Spa and during Spa Treatments.

- The Fitness Centre/Gym is closed until further notice as per Bermuda Government Restrictions
- **Please note our Child Policy:** The Ocean Spa, Aquarian Baths, and Indoor Pool are adult only areas welcoming guests 13 years and older. Minimum age of 16 for Spa Treatments.

Other Resort Services

- The Indoor Pool and Outdoor Pool will be open with limited number of guests (*Indoor Pool is an adult only area welcoming guests 13 years and older*)
- The Water Sports Centre (H2O Sports) will be open as usual based on pre-booked reservations at www.h2osportsbermuda.com.
- Oleander Cycles is available for guests to rent scooter and electric vehicles. Must be pre-booked online at www.oleandercycles.bm

General Information

- Facemasks and antibacterial sanitizer will be available to all guests if needed. Facemasks are required to be worn in all public areas of the resort, and all indoor buildings.
- Social distancing and frequent hand washing are imperative for all staff and guests.
- While we already have a robust cleaning program in place at Cambridge Beaches, we will be implementing additional systems and procedures to ensure that all guests and team members are protected. All guest rooms will be thoroughly cleaned to all governmental standards as required.
- Turndown service is suspended and items usually provided in the evening will be provided during daytime service to minimize any point of contact.
- Dress Code is **Resort Casual**
 - **For men:** Shorts, slacks or jeans paired with a T-shirt, polo or collared shirt. Close-toed or open-toed shoes.
 - **For women:** A blouse or T-shirt with shorts, pants, jeans or a skirt. Casual dresses or sundresses are popular options too. Close-toed or open-toed shoes.
 - **Swimwear in Restaurants and Lobby:** Bathing suits to be covered up with a wrap or similar. T-shirts and shoes to be worn.
- Please note our Child Policy: The Ocean Spa, Aquarian Baths, Indoor Pool, and Turtle Cove Beach are adult only areas welcoming guests 13 years and older.
- Designated parking areas are available at Oleander Cycles, the Main House and Breezes. Parking of mopeds and cars outside of guest rooms is strictly prohibited and will result in ticketing.
- All our guest rooms are non-smoking.

Now that your vacation is days away, we re-invite you to have a look at our website www.cambridgebeaches.com to arrange dining reservations and concierge services fo@cambeach.bm, spa treatments oceanspa@cambeach.bm, and water sport rentals www.h2osportsbermuda.com.

The “Ahh” in Bermuda is awaiting you!

Sincerely,

The Guest Reception Team
Cambridge Beaches Resort & Spa
Bermuda
Email: fo@cambeach.bm



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