We Care For You!

Dear guests,

Our mission to provide the highest level of hospitality and care for guests has always been important to us. In light of the Covid-19 threat we have intensified our efforts to provide an even safer and cleaner environment for our guests and colleagues. We remain committed to using our best efforts to uphold the highest standards of cleanliness, making sure you feel comfortable.

At this time, we sympathize with persons who have been affected by this unfortunate event and we appreciate the government, healthcare workers and local communities who have gone above and beyond to contain the spread of the coronavirus. We have also been working assiduously to monitor the COVID-19 pandemic and implement strategies that will assist in safeguarding our team members and guests.
COVID-19 RESPONSE TEAM

The Hotel Group has a Covid-19 Response team that was activated in February to monitor and address on-going changes to operational and other procedures following industry best practices.

SANITATION TRAINING

Our team members have received COVID-19 safety and sanitation protocols training from the Ministry of Health and Wellness including general sanitation guidelines and proper use of personal protective equipment.

SANITATION ENHANCEMENTS:

Please see some of the enhanced measures we have already implemented:

General:

- Frequency of cleaning and disinfecting of all public spaces has been increased with special attention paid to “high-touch” areas; e.g.: door handles, elevator buttons, railings, public bathrooms, lobby furniture, stairwells, etc.

- Touch-free greeting and welcoming protocol adopted for all team members when interacting with guests.

- Temperature checks are being administered to all guests upon check-in and all team members on arriving to work. Guests and Team members may also be subject to additional temperature checks performed at random.

- New signs have been posted reminding guests and team members of proper hand washing methods and social distancing guidelines.

- Hand Sanitizing stations have been installed in all public areas; e.g.: elevators, lobby, gift shops, business center etc.

- Trash bins have been placed outside each public bathroom for guests and team members to properly dispose of tissue paper used to open/close doors.
FOOD - BEVERAGE

- Hand sanitizing stations have been installed at all cafes, restaurants, and bars.
- Spaced out seating for social distancing in restaurants and bars.
- Self-serve buffet meal service has been discontinued.
- Reusable cups and mugs are no longer accepted.
- Servers will wear disposable gloves to collect trays, discarding the gloves immediately after the tray and all its contents have been delivered to the dishwashing area.
- Food trays will be set outside room entrance for room service delivery and guest notified.
- Cutlery will longer be pre-set on tables.

FRONT DESK SERVICES

- Key card drop off bowls have been installed to limit contact and facilitate check-out.
- All pens are sanitized after each use. Guests are further encouraged to use personal pens whenever possible.
GUEST CONTACT

- Encouraged external clients to communicate with us via email and phone instead of in person.
- Implemented hand sanitizing stations at all restaurants, bars and high traffic areas.

GUEST ROOMS

- Guest rooms will be decluttered to reduce constant re-touch of items such as magazines, room service menus, travel guides, note pads. These will be made available on request.
- In-room TV channels will be utilized to provide additional guest information.
- All room cleaning equipment used by Housekeepers will be cleaned and sanitized (mops, mop buckets, dust bins, cart) with the recommended cleaning chemical and sanitizing agent.
- All high touch areas in room will receive a more detailed cleaning regime.
- Housekeeping team will be equipped with PPE – disposable gloves, mask, disposable protective apron and educated in proper use and care.
MEETING & EVENTS

- Social distancing protocols will be applied to any meeting or events.
- We have reduced the seating capacity of all meeting and function rooms.
- Food and beverage service will be a la carte or served buffet
- Attendees will be required to wear masks and may be subject to temperature checks.
- Hand sanitizers will be placed in and/or outside meeting rooms.

GYM, SPA & OTHER RECREATIONAL AREAS

- Social distancing protocols will be applied to these areas.
- Increased sanitation and cleaning protocols of all high touch areas.
- Masks will be required for certain spa services.
- Some services may be temporarily discontinued.
HOTEL TEAM MEMBERS

- Infrared Temperature checks are now provided to all staff upon reporting for work.
- All staff have been provided with face masks that must be worn at all times while on-property.
- Additional PPE’s will be provided based on work tasks to include gloves, gowns, face shields and other protective gear.

HEALTH CARE

- Our hotels have a Nurse on Duty if you require any immediate medical attention.
- Our Nurses have also been trained in quarantine and isolation protocols.
- The hotel also has arrangements for a Doctor on Call (at a cost) for more serious conditions.
DURING YOUR STAY

While on property we ask that you kindly observe both the hotel and Ministry of Health & Wellness protocols at all times.

**Wash Up:**
- Washing your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

**Mask Up:**
- While in ALL public areas in the hotel, you will be required to wear a mask at all times. If you do not have a mask kindly use some other form of covering over your nose and mouth such as a scarf or handkerchief. If you need to buy a mask, they are available in the hotel Gift Shop.
- Enjoy the “mask” experience and take some cool “selfies” while on property.

**Travel Safe:**
- If going off property, please continue to wear your mask.
- If travelling in a public vehicle sanitize the seat and the surrounding area.
- Continue to take general precautions and avoid large crowds and close spaces.
DURING YOUR STAY CONT’D

While on property we ask that you kindly observe both the hotel and Ministry of Health & Wellness protocols at all times.

No Close Up

- Social distancing protocols are in place at the hotel and across the island, and this may require staggered meal periods. Kindly observe a minimum of 6 feet between individuals (except for families travelling together.)

- This distance will be monitored especially in the areas where there may be a greater concentration of people, such as restaurants, front desk area, swimming pools, or other outdoor areas. The distance between restaurant chairs, bar chairs, loungers and tables, will be increased, and marks will be placed indicating the distance to be kept.

- We encourage the use of reservations for different services. This will be valid for restaurants as well as for the gym, children’s areas, recreational facilities, among others.

Keeping a Check:

- Temperature checks will be carried out on check-in and randomly by our team during your stay. This is to protect everyone and identify any early symptoms. If you exhibit an elevated temperature you will be required to self-isolate in-room until the Ministry of Health personal are alerted and advise next steps.

Look Out, Stay Safe:

- Avoid close contact with anyone showing symptoms of respiratory illness such as coughing, sneezing and/or runny nose

- If you observe anyone showing these symptoms kindly advise the Duty Manager, who will follow up on the matter imediately.

- If for any reason you may feel unwell please isolate yourself in your room, and contact us by phone, dialing 0 and ask for the Duty Manager, as soon as possible.
#CHGCares
FOR THE COMMUNITY

The Courtleigh Hospitality Group which includes The Courtleigh Hotel and Suites, The Knutsford Court Hotel and The Jamaica Pegasus Hotel donated over ½ a million in food and sanitation items for homeless, as a part of our Covid-relief efforts. The Marie Atkins Night Shelter located in Kingston was able to serve over 120 homeless persons with the items distributed.

PACK FOR A PURPOSE

Before returning to any of our hotels, we encourage you to Pack for a Purpose. We are proud members of Pack for a Purpose, an initiative that allows travelers like you to make a lasting impact in the community at your travel destination. If you save just a few kilos of space in your suitcase and take supplies for the projects we support in need, you’ll make a priceless impact in the lives of our local children and families.

Items could include school supplies, toiletries, games and other personal items. Just drop off the supplies at the hotel Front Desk with a note. These supplies will be donated to our charity partners, The Alpha Boy’s Institute, Missionaries of The Poor, The Open Arms Development Centre and The Marie Atkins Shelter.
We’re Here For You!

“Your Choice of Hotels in Kingston”

We will ensure that we provide the highest level of hospitality that you deserve and will take appropriate measures to ensure continued service.

Covid-19 Warning:
Please note we have implemented enhanced health and safety measures at our properties for you, other guests and team members. You must follow all posted and written instructions while on property. An inherent risk of exposure to Covid-19 exists in any and all spaces where people are present. Covid-19 is an extremely contagious disease that can lead to severe illness and death. According to the World Health organization, The Centers for Disease Control and Prevention and The Ministry of Health and Wellness, senior citizens and persons with underlying medical conditions are especially vulnerable. By visiting and/or staying at our properties, you voluntarily assume any and all risks related to the exposure to Covid-19, including accepting sole responsibility for any injury, including but not limited to personal injury, disability and death, illness, damage, loss, claim, liability or expense of any kind.