

FAIRMONT ROYAL PAVILION, BARBADOS

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Updated: October 11th, 2021

Dear Valued Guest,

Welcome to the Fairmont Royal Pavilion! Thank you for choosing us as your home away from home. As our loyal guest, we appreciate you entrusting us with your care and safety. As you get settled into your room, a few important notes:

- In compliance with the latest Covid protocols, please note the Government of Barbados has imposed a general curfew from 9:00 pm to 5:00 am daily. Guests are asked to be on property by 9:00 pm nightly.
- Our Palm Terrace Restaurant is open for breakfast service only and the Taboras Restaurant for lunch and dinner service. In-Room Dining and the Beach Club are still available for your dining needs. A detailed schedule of hours of operation for our restaurants and other available services is listed below.
- Please also note during the Curfew Period, beach access of all beaches in Barbados and recreational parks will be restricted to 5:00 am to 7:00 pm.
- In addition, the operating hours of many businesses have been altered due to the change and restrictions of the protocols. There are also stricter protocols in place for weekends, Sundays and public holidays. For more information on the National Curfew please visit <https://gisbarbados.gov.bb/blog/emergency-management-covid-19-protocol-directive-2021/>
- **Fully vaccinated guests** will be allowed to quarantine within the hotel grounds for 1 – 2 days while awaiting PCR test results. Access available: Taboras Area, Palm Terrace Restaurant, Beach Club Dining, Tennis Court and Swimming Pool. **Access NOT available** while in quarantine and awaiting test results: housekeeping, beach, gym and in room spa. Please note while awaiting your results in-room dining will be contactless.
- It is important to also note that all **non-vaccinated** guests are required to self-quarantine in their room upon arrival for 5 days, your second PCR Test can be scheduled after the fifth day in quarantine. Test results of the second PCR test will be communicated to the guest approximately 1 – 2 days after the samples arrive at the laboratory. The third party who facilitates the second PCR Test will let us know the end of your self-quarantine period. Until we receive this confirmation, **you should not leave your room**. This will ensure that all hotel departments have been informed of the end of your self-quarantine period. **Breaking quarantine is a criminal offence punishable by law with a fine or imprisonment. For more**

details on all travel requirements and protocols in Barbados, visit www.barbadostravelprotocols.com

- Please be assured that all common spaces and guest rooms throughout our hotel are cleaned to the highest standards by specially trained, professional housekeepers, using EPA registered disinfecting chemicals proven effective in preventing the transmission of all viruses and pathogens, including COVID-19 in accordance with our local health guidelines.
- In your room, you will find various wellness amenities, including a mask, gloves, hand sanitizer and disinfecting wipes, for your comfort and use as you explore Barbados. Hand sanitizer stations have also been placed in key areas throughout the hotel for your convenience. Please also note the wearing of masks in public, at the hotel or in Barbados, will be mandatory for all persons, with the exception of those with proven medical conditions.
- Upon check-in you will be provided with a gold and black Fairmont Room Key. If you are a non-vaccinated guest, this key will only be active for a single entrance. Vaccinated guests will have regular access until negative PCR test result is received. Once the result is received and shared with the Front Desk, our team will call you to arrange an exchange with a new room key.
- Magazines and newspapers are available for you to enjoy on your personal electronic device by downloading the **Press Reader** app or www.pressreader.com
- Text messaging service is now available; you can text us from anywhere inside or outside the hotel property on your cell phone.
 - North America SMS : +1-651-560-5720
 - UK / Europe SMS: +44-744-144-2301
 - There is no hotel charge for using this service, standard text messaging charge from your cellular phone provider applies. Please check with your provider.
- Housekeeping Service
 - Housekeeping service will be performed after the second negative test and while you are out of your room. Day service takes place between 8:30 am and 4 pm.
 - For safety of our guests and colleagues, please vacate the room during housekeeping service. If you wish to set up a cleaning time, please dial "0".
 - Turndown service is available upon request prior to 5 pm.
 - Should you need extra guestroom amenities, dial "0" and the contactless delivery will be arranged.

- For your safety and ours, wearing a mask is compulsory within the public areas of the hotel and Barbados. Masks will be worn by all employees and guests. All employees will be screened prior to their shift. Any employee showing signs of illness will be sent home and closely monitored.
- Contactless checkout is available via email, text message or telephone. Keys may be left in room or in checkout box in the lobby, and an invoice will be provided to the email on your reservation.
- We request you to kindly settle your stay charges prior to your departure time, so that we can adhere to physical distancing protocols at the Front Desk.

Facilities and Services Schedule for October 04th to October 24th 2021

- Beach & Parks: 5:00 am - 7:00 pm
- In-Room Dining
 - Breakfast: 7:00 am – 11:00 am
 - Lunch/All Day dining: 11:30 am – 9:00 pm
 - Dinner: 6:30 pm - 9:00 pm
 - Late Night: 9:30 pm – 7:00 am
- Beach Club
 - Beach Loungers: 9:00 am – 5:00 pm
 - Food : 12:00 pm – 3:00 pm
 - Beverages : 10:00 am – 6:30 pm
- Palm Terrace Restaurant
 - Breakfast: 7:00 am – 11:00 am
- Taboras Restaurant
 - Taboras Bar, Beach and Pool Service – 10:00 am – 6:30 pm
 - Lunch: 12:00 pm – 3:00 pm
 - Afternoon Tea: 4:00 pm – 5:00 pm
 - Dinner: 6:30 pm - 9:00 pm
 - Bar: 6:30 pm – 10:00 pm
- Tennis Court – Open. Reservations required.
- Swimming Pool – Open.
- Watersports - Open
- Gym – Open - 7:30 am – 7:30 pm. Reservations required.

In-Room Activities

With the aim to make your stay as comfortable as possible we are pleased to provide you with a number of thoughtfully curated In-Room Activities perfect for the entire family!

A – Games Delivery Service

Nothing brings the family together like playing a great board game in paradise. Our Guest Services team has thoughtfully curated a list of games the entire family will enjoy. To place an order for a game(s) just dial “0” and provide the operator with the list of games you would like.

List of Games Available

Games Selection	
Description	Prices in BDS
Domino in hard case	\$15.53
Scrabble	\$19.49
UNO	\$14.89
Playing Cards	\$1.73
Snakes and Ladders Board Game	\$17.19
Connect 4 Game	\$57.44
Classic Monopoly	\$80.44
Checkers Board Game	\$17.19

B – Picture Perfect Photo Competition

Join our Picture Perfect Photo Competition! Simply take a picture perfect selfie or any picture with our hotel, beach or rooms in the background, post it to social media while tagging us @fairmontroyalpavilion and use the hashtag #onthebeach. Every Monday we will announce the winner of the week and each lucky winner will be rewarded with a complimentary lunch for up to 3 adults at our signature beachfront restaurant.

Should you have any questions, please don’t hesitate to call Royal Service by dialing “0” or emailing rpv.guestservices@fairmont.com.

We’re ALL In This Together

As we strive to look after the health and wellbeing of all who spend time in our hotel, we ask that you work with us by looking after your own health, practicing heightened hygiene measures, observing physical distancing, and following the guidance of hotel employees, signage and markers while on property.

AXA partnership with Accor – In May 2020, Accor announced an innovative strategic partnership with AXA, a world leader in insurance and assistance, to provide medical support to guests across Accor hotels worldwide, starting in July 2020. AXA medical solutions are available to help all our guests staying with us for any non-urgent medical situations, including suspected COVID-19 cases. AXA provides complimentary telephone consultation for our guests and chargeable face to face consultation if directed to AXA’s certified medical network. At any time during your stay, you show signs of illness, please

notify us and seek medical attention immediately. If you need assistance in calling for medical attention, please remain in your room and call front desk, and we will be happy to assist.

On behalf of our team, I want to thank you again for choosing Fairmont Royal Pavilion! Please do not hesitate to let us know if there is anything we can do to make your stay more comfortable.

Have a great stay!

Warmest Regards,



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