

THE WESTIN  
ST. JOHN  
RESORT VILLAS

# The Westin St. John Resort Villas Update



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## Enhanced Operations Program

The Enhanced Operations Program builds on the operational excellence of our resorts through:

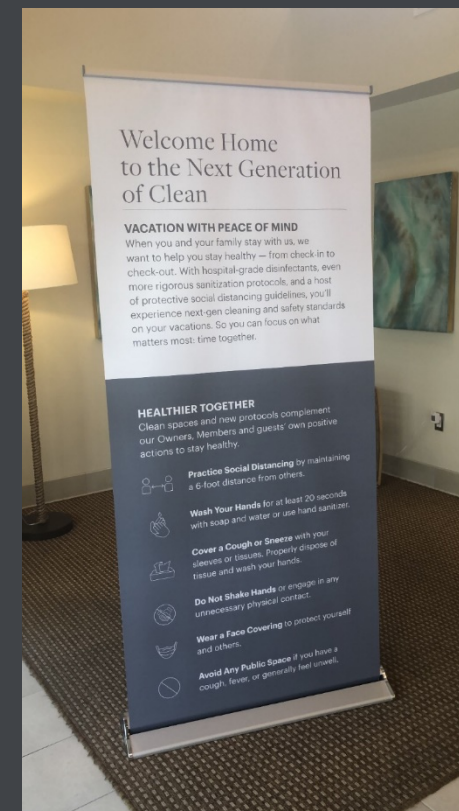
- World-class products with a portfolio of industry-leading providers
- Elevated process to mitigate risk and drive confidence
- Commitment to associates with relevant resources and training
- Medical Grade Disinfectants
- Innovative Cleaning Tools
- Hand Sanitizing Stations
- Upgraded HVAC Filtration

### Product Procedures

- Enhanced Public Area Cleaning
- Social Distancing Protocols and Guidance
- Touchless Processes and Guest Engagement
- Enhanced Villa Cleaning Procedures

### Associates

- Personal Protective Equipment
- Hygiene and Handwashing Requirements
- Enhanced Sanitation Training
- Workforce Health Monitoring





## Enhanced Operations Program (Continued)

### Phase 1 Operational Status

#### Front Desk

- Protective Screens
- Hand Sanitizer Dispensers
- Social Distancing signage
- Touchless processes as feasible

#### Concierge

- Protective Screen
- Hand Sanitizer Dispensers
- Social Distancing signage

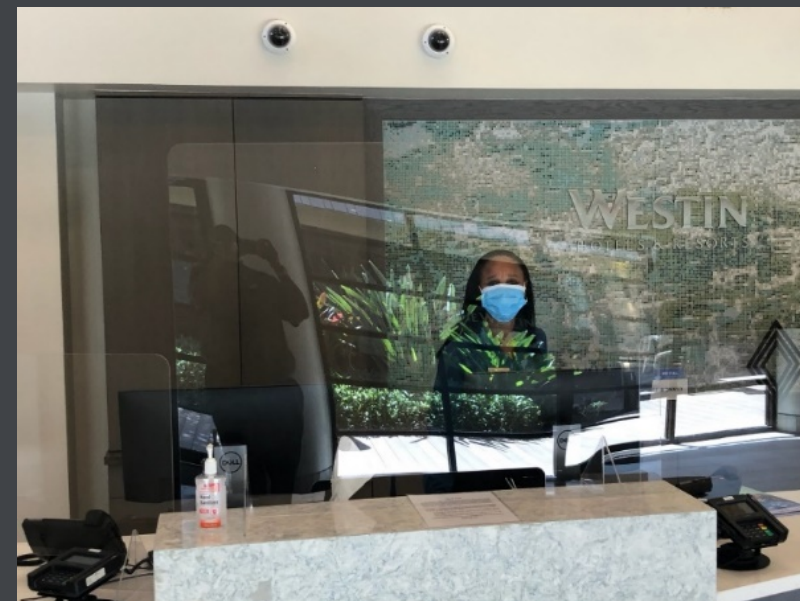
#### Housekeeping Services

##### Departure clean only

- Enhanced Cleaning Process
- No daily/mid-week services
- Delivery only

#### Gate House

- Hand Sanitizer Dispensers
- Social Distancing signage
- No materials to change hands
- PPE



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## Enhanced Operations Program (Continued)

### Bell Services

- Cart sanitation after each use
- PPE including gloves

### Food & Beverage

Snorkels: Limited Service: 11am - 6pm

- Carry-out only
- Delivery on pool-deck as applicable
- Disposable menus
- Enhanced cleaning process
- Social Distancing signage

Market Place: Limited Service 7am- 6 pm

- Limited occupancy
- Social Distancing signage
- Enhanced cleaning process

### Ferry

- Enhanced cleaning
- Social Distancing signage

### Spa / Spa Services

- Closed



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## Front Office is set and prepped for our new arrival experience

- Safety shields, social distancing signage and lobby furnishing arrangements have been changed to insure all local guidelines and company standards are being followed.
- Procedures in place at all arrival areas.
- Staff is going through a comprehensive training program.



## Temperature checks

- Completed on a daily basis as associates arrive at the dock in Red Hook and at the front gate.





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## Beach and Pool Areas

- Areas have been reconfigured to promote social distancing.
- New cleaning protocols of all lounge furniture i.e. tables and chairs are in place.



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## Ferry Policies

- We have reduced the ferry capacity to half to promote social distancing.
- All guests, associates and crew wear masks on board.
- For departures we have signage to maintain a safe environment.



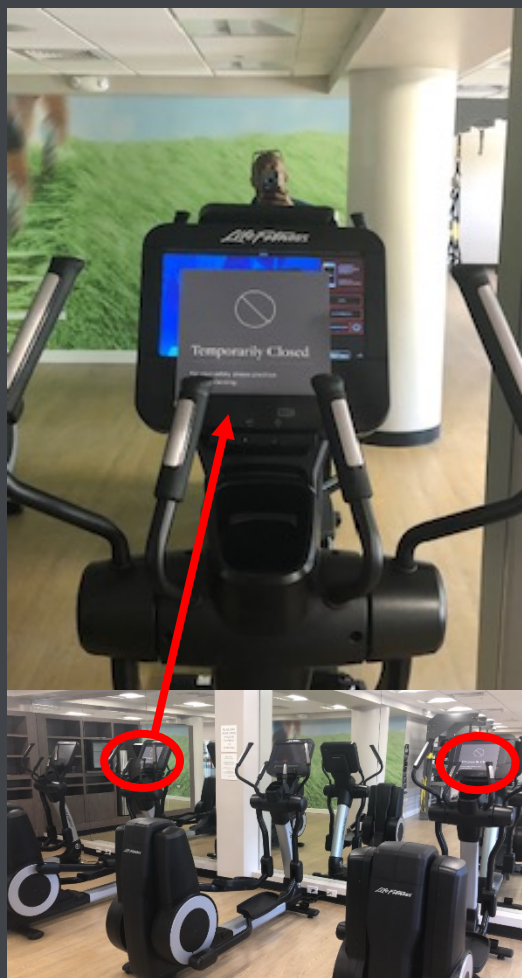


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## Fitness Center

- The equipment has been reconfigured to promote social Distancing. The facility is staffed and open with comprehensive cleaning procedures in place.
- Every other machine is open for use. We have established an occupancy level to reduce overcrowding and promote social distancing. For now the sauna is closed.



## Break Room

- We have reconfigured the break room and opened the Ballroom next door to ensure our staff is able to maintain social distancing while enjoying their break time.
- We also have a new comprehensive cleaning protocol in all areas of the resort.





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## Territory Update

- Beaches and National Parks are open.
- Air lift is limited.
- Public ferry has a restricted schedule.
- Territory is following strict COVID-19 guidelines in public areas.
- Most local restaurants are open for example, see below.

The LONGBOARD



Morgan's **mango**

Lime Inn

BAR & RESTAURANT  
ST. JOHN USVI

THE TAP & STILL  
— ★ ★ ★ —  
★ BURGERS ★ BOOZE ★ BEER ★

GREENGOS  
Caribbean Cantina

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All staff members are required to wear masks when they are within six feet of another coworker or guest in any public area.

