

BERMUDA
TOURISM AUTHORITY



BERMUDA TOURISM INDUSTRY

Health & Safety Guide

Keeping Bermuda Safe

Bermuda reopened to commercial air visitors July 1, 2020, after nearly 15 weeks of border restrictions to minimise the impact of the COVID-19 pandemic.

During that time, only vital cargo, medivac jets and a few charter aircraft carrying residents were allowed to and from our seaport and LF Wade International Airport. Hotels, restaurants, offices, schools and attractions closed, and during the shelter-in-place provisions that followed, island residents, like communities around the world, hunkered down at home to work, take online courses, Zoom together, and wait out the weeks that followed.

The Bermuda government acted swiftly, yet carefully, implementing strict protocols to protect our small community, particularly its limited hospital capacity. The track record to date is strong, Bermuda is one of the most successful countries in the world in per-capita testing and controlling the virus.

Now that our destination can welcome international visitors again, tourism industry businesses are reopening their doors—with responsible health and safety measures in place. These precautions highlight the importance Bermuda places on keeping residents and our valued visitors safe; the island is a precious resource which our community is committed to protecting for the long-term benefit of us all.

As the island's destination marketing organisation, the Bermuda Tourism Authority (BTA) is working closely with industry partners, the government, business associations, and the Bermuda public to develop and put in place effective protocols that build trust and confidence, are sustainable, and benefit travellers and islanders alike.

We support our industry's commitment to adopt global health and hygiene standards that provide safety and reassurance during the ongoing pandemic. We encourage everyone to act responsibly and do their part to protect others and stay safe.



Table of Contents

- 4 Background
- 5 Timeline
- 6 Border-Entry Requirements
- 7 Tourism Sectors
- 8 Airport
- 9 Arriving Yachts
- 10 Transportation
- 12 Accommodation
- 14 Vacation Rentals
- 15 Food & Beverage
- 17 Bars & Nighthclubs
- 18 Recreation & Entertainment
- 19 Attractions
- 19 Museums
- 20 Golf
- 20 Tennis
- 21 Tour Boats & Rentals
- 21 Scuba
- 22 Gyms, Health Clubs, Dance Studios
- 22 Spas, Salons, Personal Services
- 23 Travel Services
- 23 Retail & Shopping
- 24 Beaches, Pools & Parks

WHAT'S THE GOAL OF THIS GUIDE?

The Bermuda Tourism Authority has gathered health and safety guidelines and processes adopted across tourism sectors and compiled them in a single resource.

THIS GUIDE HAS THREE OBJECTIVES:

- 1 To inform all consumers, particularly travellers, about health protocols in place at hospitality businesses throughout the island, so they feel comfortable a Bermuda experience is safe—from beginning to end
- 2 To provide a consolidated reference for tourism businesses, their employees, other industry bodies and consumers
- 3 To share the story of how the island's preciousness was protected through hard work and sacrifice, enabling the country to responsibly welcome visitors once again

Background

Bermuda took decisive action in the spring of 2020 to quickly stem the spread of the COVID-19 virus on our island. The effort included effectively treating the small number of positive cases, training medical personnel, carrying out diligent contact-tracing, launching a website for self-reporting of symptoms, acquiring PPE, antibody and FDA-approved PCR tests, and instituting an aggressive, free COVID-19 PCR testing programme to “flatten the curve” of new cases in our community.

Such comprehensive measures were necessary due to the island’s limited healthcare capacity. In particular, its single, full-service hospital, King Edward VII Memorial, has a limited number of ICU beds, ventilators, and critical-care staff to cope with an influx of affected COVID-19 patients. However, the Ministry of Health and the hospital’s Epidemiology Surveillance Unit (ESU) played a vital role in all aspects of setting national policy, contact-tracing, assisting and monitoring active cases, and providing comprehensive community education around COVID-19.

By June 11, the travel ban on non-residents entering Bermuda was lifted, and travellers began returning after commercial flights resumed via Toronto, Atlanta and London in July.

The Pan-American Health Organisation uplifted the island’s country status from earlier “clusters” to “sporadic cases”

by June 22, highlighting the presence of just one or more cases, imported or locally detected. The upgrade underscored Bermuda’s successful handling of the pandemic, and the island later recorded four days without a single case of the virus at the end of June.

Bermuda’s July 1 re-opening reflected success in managing the impact of the pandemic, with a continued high volume of testing and contact tracing. The island has one of the world’s highest rates of testing per capita. These outcomes have given Bermuda the confidence to welcome airlines and visitors back, through developing a robust screening protocol.

With reopening, Bermuda offers guests an accessible, safer destination with an emphasis on wellness and responsible precautions, along with the island’s well-known beauty, flavours and natural attractions.

Timeline

MARCH

MARCH 18

First two cases of COVID-19 confirmed in Bermuda

MARCH 19

Bermuda Government opens quarantine facility and suspended bus and ferry services

MARCH 20

Schools, pools, gyms, salons and churches close; concerts and sporting events put on hold. A ban on visitors travelling to the island is also established, restricting flights to LF Wade International Airport to returning residents only for the next 15 weeks, through July 1. A mandated self-quarantine is imposed on returning residents, and on-island testing begins

END OF MARCH

Scattered imported cases leads to pronouncement of “local transmission”—where source of infection is within reporting location

APRIL

FIRST 10 DAYS OF APRIL

Bermuda records “clusters of cases,” indicating cases grouped in time, geographic location and/or common exposure

APRIL 4

Strict, month-long Shelter-in-Place order takes effect

MAY

MAY 2

Bermuda’s phased economic reopening begins

The Bermuda Government has implemented stringent border reopening rules requiring pre-travel tests, testing on arrival, and intermittent testing at pop-up centres island-wide during visitors’ stays, with specific public-health guidelines within both the tourism sector and wider community as part of its phased approach to safely opening our economy.

This is the next step in a careful and deliberate process.

Physical distancing, wearing a mask in public, and washing hands frequently, together with enhanced sanitisation processes, are all part of the “new normal.”

Throughout, all divisions of the Bermuda Tourism Authority has worked closely with the Bermuda Government, including the government ministries responsible for health, tourism and transportation, along with airlines, cruise lines, the Bermuda Airport Authority, the Bermuda Hotel Association, and the Bermuda Rental Association of Vacation Home Owners (BRAVO), as well as numerous other industry partners to monitor the pandemic landscape, plan reopening procedures, and inform local and overseas stakeholders.

Border-Entry Requirements

All visitors must complete an electronic, pre-boarding Travel Authorisation form before they can fly to Bermuda. They must have a negative test result taken within seven days of travel if they are arriving from a country with community spread of the disease and must not be sick or have COVID-19 symptoms. Visitors should have health/medical insurance to cover all medical costs should they get sick while in Bermuda or acknowledge they will be responsible for their healthcare costs. The Travel Authorisation process requires payment of a \$75 fee, which includes the cost of all polymerase chain reaction (PCR) COVID-19 testing in Bermuda.

Visitors are required to get tested up to seven days before they come to Bermuda and bring with them proof of negative results.

All visitors age 10 and up with a negative test result will be required to have a follow-up (PCR) test at the airport when they arrive, and again, on Day 4, Day 8 and Day 14 of their stay (arrival day is Day 0), at any of the pop-up testing centres around Bermuda. Children nine and younger are exempt. Pre-bookings for tests are not necessary; visitors can simply walk in. Information on locations and schedules are here: www.gov.bm/coronavirus-get-tested. The testing team at each location has every visitor's name and will test upon arrival.

If a visitor becomes ill while in Bermuda, they will be required to isolate for a minimum of 14 days at their own expense (unless their hotel has a specific policy to cover guests) or until they can leave the island by private jet or yacht. Children accompanying any COVID-19-positive guests must also quarantine. For more details, go to: www.gotobermuda.com/bta/press-release/bermuda-tourism-authority-update.



If at any time a visitor's test result is positive, they will be fitted with a quarantine bracelet and be required to isolate in their room. The bracelets help authorities monitor patients' location and movements.

Tourism Sectors

The global spread of COVID-19 has created challenges for both travellers and tourism businesses. As we all navigate the “New Normal” and work to ensure our collective health and wellbeing remain top priorities, this document provides guidance on protocols that have been implemented in different hospitality sectors throughout our island.

WHAT GUESTS SHOULD PACK:



Face mask



Thermometer



Smart phone



Digital or hard copies
of the Bermuda Travel
Authorisation

GENERAL PUBLIC-HEALTH REQUIREMENTS

- Wash your hands frequently or use an alcohol-based hand sanitiser
- Keep touch of surfaces to a minimum and sanitise after touching items such as handrails, toilet flush handles, doors, and card-payment system devices
- Wear a face mask (mandatory in public indoor spaces)
- Limit contact with other people beyond your family or travel group and avoid large gatherings
- Comply with government restrictions on groups and mass gatherings, with physical distancing in place (larger groups may be applied for via Ministry of National Security)
- Guests should monitor their temperature and symptoms and report via online application/portal. If their temperature rises to 100.4 F/38 C or above, or if they develop symptoms, they should contact: covid19surv@gov.bm
- If guests need technical assistance with the online reporting form, they should call the government’s COVID-19 helpline: 444-2498

Airport

- Frequency of cleaning activities increased through terminal, with priority placed on areas anticipated to have elevated risks for viral contact
- More hand-sanitising stations installed through terminal
- Pertinent COVID-19 information displayed via digital screens in Arrivals Hall
- Isolated area created in Arrivals Hall for health officials to assess passengers travelling from high-risk areas, or those exhibiting symptoms of illness
- Public-health and safety audio messaging broadcast on PA system throughout terminal
- Proper handwashing hygiene posters displayed in key areas throughout terminal
- Janitorial partners instructed to ensure high-traffic areas maintained frequently, and cleaning crews follow best practices

ON ARRIVAL

- Passengers undergo COVID-19 testing upon entering terminal building
 - Passengers should wear face masks when deplaning, and inside terminal
 - All passengers should follow physical-distancing markers to ensure safe queuing
 - Travellers should use hand-sanitiser stations located throughout terminal
 - Processing at Immigration counters will take place behind plexiglass shields
 - Cashless transactions are strongly encouraged when in duty-free shop
 - All checked bags will be disinfected before being placed on conveyor belt for collection
 - Returning residents are strongly encouraged to make cashless transactions for duty payments
 - People meeting arriving passengers must wait outdoors (indoor meet & greet area closed)
 - Travellers with pre-arranged transport will be directed to waiting drivers
- Use hand-sanitiser stations prior to using kiosks
 - Processing by airline agents will take place behind plexiglass shields at airline check-in counters
 - Travellers should follow all physical-distancing markers to ensure safe queuing
 - Those enrolled in Global Entry programme encouraged to use designated self-check-in kiosks
 - Processing by US Customs & Border Protection agents takes place behind plexiglass shields
 - Security bins to be disinfected and available for placement of personal belongings
 - Modified pat-downs and face-to-face contact procedures will align with government requirements
 - Elevator usage is limited to maximum of two people at a time
 - Use physical-distancing markers in place to ensure safe seating in Departures Lounge
 - Children's Play Pen and Book Zones have been removed
 - Cashless transactions are strongly encouraged at restaurants and shops
 - Avoid clustering at boarding gates—queue only in designated areas
 - Remain seated until your group number is called
 - Readily display travel documents at checkpoints to help minimise handling by agents

ON DEPARTURE

- Only travelling passengers are allowed inside terminal (show travel documents at door check)
- Travellers must wear face masks while inside terminal
- Minimise face-to-face contact with agents by checking in online or using self-check-in counters



Arriving Yachts

BEFORE TRAVEL

- Captains must apply for and receive a Travel Authorisation and negative COVID-19 PCR test result for each mariner on board. Scans of both documents should be sent before departure to: dutyofficer@marops.bm and porthealth@gov.bm
- Complete on-line Bermuda Pre-arrival Safety Form at <http://www.marops.bm/sailbda.aspx>
- Complete Maritime Declaration of Health available at <http://www.marops.bm/sailbda.aspx>

UPON ARRIVAL

- Arriving mariners must contact Bermuda Radio on VHF Channel 16 when 30 miles from the island
- Like all other travellers, visiting mariners must undergo PCR COVID-19 testing upon arrival and quarantine on board the vessel until results are returned (turnaround time between six to eight hours in most cases, when arrival happens during the day)
- Present hard copy of pre-travel negative test result to health officers when yachts clear Customs and are assessed by Port Health representatives at the Yacht Reporting Centre, St George's

QUARANTINING

- After clearing Customs, vessels should go to the quarantine anchorage in Powder Hole, south side of St George's Harbour. If they need to move from the anchorage, notify Bermuda Radio on VHF Channel 16 and 27. All yachts must fly the yellow signal "Q (Quebec)" flag during the quarantine period
- Mariners who do not have a pre-departure negative PCR COVID-19 test result must quarantine for three days. They will be tested on the third day after arrival and will be obligated to quarantine until they receive a negative test.
- Vessels without email or access to Internet should use VHF Channel 16 to allow Bermuda Radio to make contact on testing arrangements or crew results
- During quarantine period, all commerce should be contact-less and fueling/provisioning must be done by prior arrangement with suppliers. Items will be delivered to a suitable dock where they can be collected by tender
- A government public-health officer will be assigned to any guest testing positive for COVID-19 and the mariner will be required to undergo mandatory isolation on board for at least 14 days

Transportation



Twizy, Electric Rental Car

TAXIS & MINI-BUSES

- Drivers and passengers must use face masks throughout the journey
- Passengers must use hand sanitiser provided before boarding bus or entering taxi
- Passengers should not use the front seat
- Capacity limitations enforced to allow adequate physical distancing
- Passengers should sit one metre, or three feet apart (four-seat taxi: two passengers; seven-seat taxi: four passengers; 11 seat mini-bus: five passengers), except parties travelling together (i.e. families with children)
- Cashless fare systems and payment recommended
- Taxis and minibuses will be cleaned and

disinfected before and after each journey including all frequent touch points

- Shared rides from parties who are not travelling together are prohibited

Drivers must provide a receipt to paying passengers for contact-tracing purposes (a business card with this information is acceptable) including:

- Driver's name
- Licence plate number
- Date and time of journey

Drivers should record passengers:

- Name
- Date
- Time
- Destination

BUSES & FERRIES

- Drivers and passengers must use face masks throughout the journey
- Passengers must sit at least one metre (three feet) away from others to ensure physical distancing
- Customers must sanitise their hands upon entry
- Reduce conversations with transportation operators, if you must do so at the entrance
- Adhere to the physical-distancing signage when choosing your seat
- Healthcare workers are prohibited from wearing medical uniforms onboard
- Capacity limitations enforced to allow adequate physical distancing
- Only take public transportation if you need to. Leisure rides are not recommended
- Enhanced cleaning and disinfection frequency schedules, including sanitising of high-traffic areas and frequently touched surfaces

MINI-CAR & MOTORBIKE RENTALS

- Mini-car and motorbike rental companies will implement enhanced cleaning and disinfection frequency schedules, including sanitising high-traffic areas and frequently touched surfaces
- Implementation of enhanced cleaning and disinfection of interior of vehicles, with specific focus on high-frequency touch points and other surfaces
- Visitors must sanitise hands at sanitiser stations before entering and exiting facilities

- Advanced booking is strongly encouraged, and any transactions should use credit cards rather than cash, if possible
- All visitors should wear masks when entering facilities (except visitors under the age of two)
- Implementation procedures for vehicles which have been rented or returned by customers to be fully clean and sanitised with added measures for customers who may have been infected
- Capacity limits will be in place to control number of people allowed to collect a vehicle per group, as well as decreasing the number of people inside the rental establishment at one time
- Limited physical interaction with staff and possible queuing at pick-up and drop-off
- Follow physical-distancing markers to ensure safe queuing
- Place visible signs and posters at rental facility to remind visitors of best hygiene practices, key messages, and safety policies, such as physical distancing

Bus in Flatt's Village



Accommodation



The Loren at Pink Beach

HOTELS

- Employees and guests must take a temperature check and use hand sanitiser upon entry to the property and designated location (F&B, hotel, spa/fitness/recreation, meetings & events)
- Hand sanitizer available in all high traffic areas
- Masks are provided to all guests and employees
- Obey signs to practise physical distancing in all public areas, retail spaces and elevators
- Employees will sanitise all uniforms, aprons and head gear, and not wear these outside the workplace; personal protective equipment (PPE) will be provided to employees upon request
- Public spaces and communal areas will be cleaned and disinfected several times a day on frequent contact with hard, non-porous surfaces, including: front-desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas

FRONT DESK

- Upon arrival, guests should remain in their rooms until they receive their test results from public-health authorities (four to eight hours, or the following day if arrival via late flight)
- Front-desk agents will practise physical distancing, including using every other workstation to ensure separation between employees whenever applicable. The use of technology to reduce direct contact with guests, lobby population and front-desk queue is encouraged, where feasible. Contactless payment processes are encouraged; when not available, employees should minimise contact as much as possible

FOOD & BEVERAGE

- Food-and-beverage service will reduce person-to-person contact and minimise dining items for increased sanitation
- Traditional room service will be replaced with no-contact delivery. When room service is ordered, tray should be left outside door and guest notified. Guests may also order from grocery stores and restaurants that use delivery services
- Minimal items are placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins
- Masks should be worn within the dining establishment and can be removed when seated at tables
- Enhancing cleaning and disinfecting seated areas and tables immediately after each guest and common and high traffic areas
- Avoid guest handling of food at buffets or self-service stations
- Implementing physical distancing through table spacing and guest seating with suitable reinforcement
- Capacity limits in place in accordance with proper government protocols

HOUSEKEEPING

- Housekeeping will not enter guest rooms during visitor stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping will maintain the practice of cleaning rooms thoroughly following check-out
- If it is necessary to enter room when guest is present (e.g. plumbing/electricity issue), maintain six feet of distance and wear masks

PARKING

- Self-parking options are emphasised, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service will be limited, and disinfecting of contact points required

POOLS & BEACHES

- Seating will allow at least six feet of separation between groups of guests
- Capacity limits monitored to ensure proper physical distancing can be adhered to
- Towels must be handed by an employee wearing the appropriate PPE. Guests are not allowed to retrieve their own or touch other towels
- Physical distancing must be safeguarded by all guests while at pools, jacuzzis, hot tubs or beach
- Each chair and table must be disinfected before and after each use

QUARANTINING

- A government public-health officer will be assigned to any guest testing positive for COVID-19

Vacation Rentals

ARRIVAL

- Vacation rental owners should advise guests to travel directly to the accommodation from the airport and record the name/contact information of the taxi or mini-bus driver (to assist contact-tracing protocols)
- Guests should stay in their rooms until they receive their test results from public-health authorities (four to eight hours, or the following day if arrival via late flight)
- Vacation rental owners may wish to supply restaurant- and grocery-delivery options to guests for use during this period
- Promote contactless check-in procedures, such as virtual check-ins by guests, as appropriate

GUIDELINES & CONSIDERATIONS

- Ensure accommodation has plan for guest to quarantine or isolate (e.g. separate entrance)
- Put in place appropriate cleaning schedule for unit by professional/trained cleaner
- Have plans if need to cancel future guests due to current guest testing positive for COVID-19
- Consider financial liabilities if guest must remain in accommodation for extended period (at least 14 days from positive test) if they test positive for COVID-19
- Establish mode of communication between unit owner/manager and guests if problems arise
- Identify guidance you will provide guests to ensure they are aware of responsibilities for hygiene, mask wearing and physical distancing while staying in your property and Bermuda
- Make practical arrangements to assist guests under quarantine or in isolation (ie supply of necessary items and supplies to be bought, online or by phone, if possible)

- Leave any purchases for guests outside their room and notify them (do not touch guest and stay two metres/six feet away)

CLEANING

- Disinfect high-touch areas, such as faucet handles, sinks, toilets, nightstands, highchairs, appliances, light switches, remote controls and railings
- Use cleaning products and disinfectants approved by government health authorities
- Wash all linens at highest setting recommended by manufacturer
- Recommend deep cleaning carried out in changeover process between guests
- Provide easy access for guests to cleaning supplies, including hand sanitiser, antibacterial wipes and/or soap
- Removed extraneous items such as vases and artifacts
- Consider allowing guests to opt out of accommodation cleaning service during stay
- Place visible signs and posters of best hygiene practices, key messages and safety policies, such as physical distancing, within rental unit
- All extra pillows, blankets, sheets etc should be properly bagged or boxed away from current guests until requested/needed to prevent cross-contamination
- Provide adequate time between renters (minimum time is four hours; 18 to 24 hours preferred) for property to be fully cleaned before taking subsequent booking

QUARANTINING

- A government public-health officer will be assigned to any guest testing positive for COVID-19

Food & Beverage



Harbourfront Restaurant

Supermarkets

- Staff and customers must wear face masks at all times and maintain physical distancing of two metres (six feet) between individuals
- Contactless/cashless payments systems are encouraged
- Patrons must wash or sanitise hands before entrance into any supermarket facility
- Place visible signs and posters at the facilities of best hygiene practices, key messages and safety policies, such as physical distancing
- Avoid touching food items that you will not be purchasing
- Enhanced cleaning and disinfection frequency schedules, including sanitising of high-traffic areas and frequently touched surfaces

Restaurants

GENERAL

- All staff must wear face masks at all times
- Guests must wear face masks while waiting to be seated and at all other times when not seated at their table
- Guests must use hand sanitisers provided before entering the establishment
- Hand sanitisers and wipes should be made available everywhere possible
- Guests and staff must avoid close contact; physical distancing of at least six feet (two metres) should be maintained during any waiting/queuing or movement through the establishment
- Advance reservations are recommended; walk-ins must be recorded and regulated
- Clear signage should be provided at the entrance and within the premises related to physical distancing, hand hygiene and the use of masks

Restaurants, *continued*

- Adequate physical distancing must be ensured within restrooms and may allow for only one person to use the facilities at a time
- Napkin service should be suspended (no placing in a guest's lap or refolding); single-use (washable) or disposable napkins should be used
- A hygienic option for storing masks while not in use at the table should be offered
- All food and beverage items should be placed on the table, counter or other surfaces instead of being handed directly to guests—contactless service emphasised
- There will be no direct service at bars
- No self-service of food, condiments or utensils is allowed, and buffet bars are not permitted
- Quick-serve establishments should use signage or floor markings to ensure physical distancing at pickup areas
- Businesses should monitor the health of staff, including recording of temperatures and/or looking for any employees showing symptoms of COVID-19
- Increased cleaning across the board is recommended, with deep sanitisation every 10 days
- Restaurants should consider offering and e-receipts, and digital menus or menu boards, and assigning point-of-sale terminals to single servers, where possible, sanitised between use
- All staff members, including management, must complete the Infection Control & Prevention (IPC) training and quiz on government website

CONTACT TRACING

- Tables will be numbered
- The party name and server name will be recorded
- Servers should wear name badges
- One server should be dedicated per table. A sommelier may be allowed to service the table if following the same guidelines

- Contact details of one primary diner will be recorded, including date and time of visit; full name; address; and phone number

DINING SPACE

- Mandatory space of six feet between tables is needed, or physical barriers when six feet is not practicable. Physical barriers should be at least six-and-a-half-feet high
- Group dining: maximum of 10 people per table
- Minimal contact: no handshaking, fist bumps, high fives or hugging are allowed
- Capacity: maximum number of people allowed within premises will be dictated by compliance with physical distancing and government regulations

HYGIENE & SANITISATION

- Accessible and visible sanitising products should be provided for guests and staff, with hand sanitisers placed at each entrance, every table, and at waiter stations. All surfaces will be regularly sanitised
- Table Service: once guests have left, the entire table will be cleared and sanitized
- Single-use, washable or digital menus will be provided
- Frequently touched areas such as host desks, service stations, service carts, beverage stations, counters, handrails, serving trays, cheque presenters, votives, pens and all other reusable guest contact items will be sanitised after use or as often as possible
- Restaurants must log cleaning schedules for sanitising and disinfecting shared surfaces and bathrooms
- Kitchens and equipment must be deep-cleaned prior to opening and at least once per day
- Hand washing must be mandated for kitchen staff every 30 minutes
- Staff should have disposable gloves and use quaternary disinfectant cleaners on a regular basis

Bars & Nightclubs

REQUIREMENTS

- Water treatment is working optimally and systems have been thoroughly flushed and any filters changed, as appropriate
- Ice machines have been emptied and completely disinfected
- Any water features have been cleaned and disinfected
- Ventilation systems have been thoroughly serviced, filters changed as needed, and systems are working optimally, preferably enhanced (with additional fresh air intake) for indoor venues
- Keep records of customers/visitors for 21 days and assist the government's contact tracers with requests for data, if needed. This could help contain disease clusters/outbreaks
- Venues can only operate within the government-mandated capacity limit and will only be allowed to offer live performances, including drama, comedy and music, in front of audiences, where strict precautions are in place
- Ensure customers, visitors and staff maintain adequate physical distancing at all times (with six-foot separation)
- Customers in queues must maintain physical distancing and wear masks/face coverings
- Providing clear guidance on physical distancing and hygiene to people before and upon arrival (e.g. signage, visual aids at facility and before arrival: by phone, on website or by email)
- Customers must use hand sanitiser or hand-washing facilities as they enter venue
- Managing customers leaving the venue particularly at close of business to ensure there is no crowding together
- Service at the bar is only permitted if adequate physical distancing can be maintained
- Ensuring a physical distance of at least 10 feet between any performer and audience member
- Ensuring, so far as is practical, adequate physical distancing between performers
- Wearing of masks/face coverings by performers and audience to the greatest extent possible
- Encouraging use of microphones to reduce potential for aerosol transmission of virus through singers/performers having to unduly raise their voices
- Precautions must be taken to ensure mitigation of virus spread from use of particular musical instruments
- Determining viability of entertainment and maximum audience numbers consistent with physical distancing outside and within venues and other safety considerations
- Preventing entertainment, such as broadcasts, likely to encourage audience behaviours increasing transmission risk. For example, loud background music, communal dancing, group singing or chanting
- Reconfiguring indoor entertainment spaces to ensure customers are seated rather than standing. For example, repurposing dance floors for customer seating
- Encouraging use of online ticketing and contactless payments when possible
- Communicating clearly to customers arrangements for entertainment and clearly supervising with additional staff, if appropriate
- Setting clear use and cleaning guidance with increased frequency of cleaning, in line with usage; paying attention to frequently hand-touched surfaces

Recreation & Entertainment



Crystal Caves, Hamilton Parish

CINEMAS, THEATRES, MUSEUMS, LIBRARIES, OTHER VENUES

- Conduct a risk assessment of operations
- Develop COVID-19 plan outlining all safety provisions
- Use remote ticketing options to help manage capacity limitations and physical distancing
- Warn clients on booking and via signs upon arrival not to enter facility if they have COVID-19 symptoms
- Contact information should be submitted for each patron, in case contact tracing is needed. This can be via an online or contact-less booking system (data is kept confidential: for contact tracing purposes only, one person for each party)
- All staff must wear appropriate face masks/ Personal Protective Equipment (PPE)
- Ensure proper physical distancing to allow six feet between patrons in venue
- Keep at least two empty seats (or six-foot separation) between parties in any row, except:
 - two or more members of the same household can sit adjacent to one another, with two seats (or six-foot separation) empty on either side. Two individuals who are not members of the same household but who are attending together can sit adjacent to one another, with two seats (or six-foot separation) empty on either side
- Alternate rows between customers (every other row left empty)
- Disinfect seats and frequently touched areas and surfaces between screenings/events/groups
- Adjust screening times/opening hours to allow for enhanced cleaning and disinfection
- Provide condiments or flatware only in single-use, individually wrapped items, and provide pre-packed condiments only upon request
- Have employees follow proper food-handling protocols
- Disinfect items that come into contact with customers, such as food trays, pens, card pin pads
- Contactless ordering and payment is

encouraged. Where not available, contact should be minimised

- Ensure physical distancing in queues; consider marking queue areas accordingly
- All employees and customers should wear cloth face coverings (over nose and mouth)
- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, counters, seat backs, handrails and restrooms
- Disinfect items that come into contact with customers
- Make hand sanitiser, disinfecting wipes, soap and water, or similar EPA-approved disinfectant readily available to employees and customers on entry and at suitable locations
- Place readily visible signs at venue to remind everyone of best hygiene practices, mask wearing and physical distancing
- Restrict access to restrooms to allow appropriate physical distancing
- Designate an individual wholly or partially dedicated to ensuring health protocols adopted by theatre/venue are being successfully implemented and followed
- Drive-in venues can follow above principles, with addition of:
- Keep vehicles separate to allow door opening either side of vehicles and six-foot separation where possible
- If food is available, see above guidelines on food service and ensure any temporary food stalls are appropriately licensed for event/location. Waiter service is recommended for food service to vehicles

ATTRACTIONS

- Attractions will implement enhanced cleaning and disinfection frequency schedules, including sanitising of high-traffic areas and frequently touched surfaces
- Capacity limits will also be in place in

accordance with government requirements and where physical distancing of two metres/six feet between individuals is possible

- Visitors must wash or sanitise hands before entering the facilities
- Advanced booking is strongly encouraged, and any transactions should use credit cards rather than cash if possible
- All visitors should wear masks when entering facilities (except visitors under the age of two)
- Enhanced signage should guide visitors through the premises, raise awareness of new protocols, including limited-access or no-go areas, and remind guests of physical-distancing-and general wellness practices
- Allow for staggered entrance and exit times when possible

MUSEUMS

- Museums will reduce admission capacity to allow for physical distancing of two metres/six feet between individuals where possible
- All staff and visitors should follow physical distancing best practices throughout facilities, including bathrooms, and wear masks when entering museums and art galleries (includes service and delivery personnel, but exempts visitors under age two)
- Visitors must wash or sanitise hands before admission
- Capacity limits will also be placed on museum and gallery buildings, elevators and exhibits spaces, and some high-touch areas such as playgrounds and interactive exhibits may be temporarily inaccessible
- Events and meetings that require close contact will be limited/prohibited
- Museums and galleries will implement enhanced cleaning and disinfection frequency schedules, including sanitising of high-traffic areas and frequently touched surfaces (elevator buttons, handrails, push bars)

Recreation & Entertainment, *continued*

- Advance/pre-paid ticket sales are strongly encouraged, and any transactions should use credit cards rather than cash if possible
- All group visits should be booked in advance with allocated time slots, including children's camps; groups should not exceed 20 people and number of groups will be limited in periods
- Enhanced signage should guide visitors through the premises, raise awareness of new protocols, including limited-access or no-go areas, and remind guests of physical-distancing-and general wellness practices
- Facility rentals must abide by the Bermuda government's limits for gatherings requirements, including limit of 50 people for gatherings

GOLF

- Golfers should practise physical distancing at all times (minimum of six feet, preferably eight feet, between players)
- Masks should be worn in golf shops and near club staff or fellow players
- Two people can share golf carts and sanitise these while on the course
- Tee times are staggered and spread out when necessary
- Appropriate plexiglass and other means of creating barriers have been implemented to separate indoor staff from guests
- Each golfer must have his or her own equipment; no sharing of golf clubs or pull carts
- Hand sanitiser stations provided on tee boxes and other heavily used areas
- Contactable objects such as watercoolers, ball washers, and rakes at sand-traps have been removed
- Foam has been added to cups at each hole to stop balls from dropping all the way down, thereby avoiding players having to reach into the hole
- Flag sticks at tee holes to remain in and are not permitted to be removed
- Golf carts are washed and sanitised before and

after each round

- Contactless payments via credit card are encouraged whenever possible
- Place visible signs and posters at the golfing facilities of best hygiene practices, key messages and safety policies, such as physical distancing
- Enhanced cleaning and disinfection frequency schedules, including sanitising of high-traffic areas and frequently touched surfaces

TENNIS

- Patrons should practise physical distancing at all times including modifications to court changeovers
- Eliminate handshake and any other forms of physical contact
- Keep on-court officials and players separate
- No sharing of equipment and players should use separate sets of balls
- Clubs & courts should carry out daily cleaning and disinfecting of all shared areas frequently, and provide hygiene notices for players, officials, spectators
- Facilities should provide containers for all disposable items
- Maintain contact details of all staff, officials and players to facilitate contact tracing
- Place visible signs and posters at the golfing facilities of best hygiene practices, key messages and safety policies, such as physical distancing
- Face masks must be worn at all times while indoors
- Patrons must wash or sanitise hands before entrance into any tennis facility
- Hand sanitiser stations will be provided to patrons in heavy trafficked areas
- Contactless payment is encourage whenever possible
- Enhanced cleaning and disinfection frequency schedules, including sanitising of high-traffic areas and frequently touched surfaces



Paddleboarding

TOUR BOATS & RENTALS

- Commercial boats must be inspected by Bermuda's Marine & Ports Department and receive an updated passenger certificate with approved passenger capacity based on COVID-19 guidelines
- Required liability insurance and Marine & Ports fees will reflect the maximum number of passengers boats are allowed to carry
- The maximum number of people aboard is 50, or the number specified in the M&P certificate
- Physical-distancing guidelines must be maintained on board by crew and customers. All must keep three feet apart and wear face masks when not in the water
- Customers must provide personal details for risk-assessment and contact-tracing
- Disinfection should focus on frequently touched and flat surfaces throughout the facility or vessel and must be done multiple times daily with EPA-approved disinfectants or a bleach solution only
- Crew must be trained in infection-control protocols and disinfection procedures and should deep-clean after use public-use pens, gangways, ropes, refrigerator doors, steering wheels, door handles, rope handles, levers, dinghies, fishing equipment, floating devices, masks, snorkels and fins

SCUBA

- Maintain physical distancing within and around SCUBA shop
- Adhere to Dept of Marine & Ports COVID-19 Guidelines for commercial vessels, including:
 - Staying under licensed capacity for both crew and passengers
 - Maintaining physical-distance practices and mask wearing on vessel
 - Pre-screening of customers, including temperature-taking and record-keeping for contact tracing
 - Cleaning frequently touched surfaces with EPA-approved disinfectants or a bleach solution
- Following strict hygiene guidelines put in place by Divers Alert Network (DAN) and Professional Association of Diving Instructors (PADI):
 - Measures for safety of staff and customers (personal hygiene, physical distancing, use of PPE)
 - Disinfecting surfaces and diving equipment with EPA-approved disinfectants or bleach
 - Proper handling and disinfecting of rental gear, such as masks, fins, regulators and BCDs

Recreation & Entertainment, *continued*

- Avoiding use of common rinse buckets for customer-owned gear
- Maintaining physical distancing on boats, including during buddy checks
- Use of PPE by staff when filling cylinders
- Following first-aid guidelines for emergencies

GYMS, HEALTH CLUBS, DANCE STUDIOS

- Staff and clients must wear face masks at all times and maintain physical distancing of two-metres (six feet) between individuals
- Entry procedures and booking systems must correctly limit numbers of clients accessing the facility to ensure adherence with physical distancing protocols
- Temperature checks and other patron-screening protocols may be in place
- Reduce touch points to the maximum
- Avoid cash transactions and promote online payments and booking of time slots for classes
- Increase cleaning frequency and availability of hand sanitiser, disinfectant wipes, and other approved cleaning products to ensure touch points and exercise machines and equipment are properly sanitised between each use by customers. Deep-clean regularly
- Protective equipment should be available for all operational staff
- Sweat-absorbing equipment such as yoga/exercise mats should not be communal. Customers should bring their own if required
- Provide physical barriers between exercise equipment and/or machines to separate patrons (e.g. plastic or Plexiglas shields, plastic sheeting, etc.)
- Group exercise classes should be conducted outdoors, limited, or canceled, if needed
- Ensure good or improved ventilation, with open doors and windows, if possible. Any fans should draw air away from people

- Maintain records of time of arrival, classes or areas attended and staff involved for possible contact tracing purposes
- Place visible signs and posters at the gym/exercise facility or class to remind everyone of best hygiene practices, key messages and safety policies, such as physical distancing

SPAS, SALONS, PERSONAL SERVICES

- Developed Written Sick Policies and Acquired A Contactless Thermometer for employees working with personal service clients
- Employers must ensure all staff have additional training, educational materials, and reinforcement on proper sanitation, hand-washing, cough and sneeze etiquette, proper use and disposal of PPE (mask, gloves and face shields), and other COVID-19 policies
- Masks should be worn by all staff and clients on premises unless performing service that requires its temporary removal (e.g. beard shaping, waxing)
- All employees are encouraged to wear face shields while performing any of services
- Provide hand sanitiser at all work locations for employees and clients
- Add visible and appropriate signage to communicate to customers thorough sanitation procedures are in place
- Remember to provide sufficient time for cleaning and sanitising between clients; clean and sanitise all high-touch items throughout day
- Add additional space between booths, divider shields, or consider station barriers between workstations where six feet between stations is not possible, or use alternate stations
- Place visible signs and posters to remind clients of best hygiene practices, key messages and safety policies, such as physical distancing
- Capacity limits will be in place to control number of people allowed to receive services, as well as decreasing number of people at a time in establishment

TRAVEL SERVICES

- Travel services companies such as travel agents, Visitor Services Centres, event and meeting planners, Destination Management Companies/Organisations etc will implement enhanced cleaning and disinfection frequency schedules, including sanitising of high-traffic areas and frequently touched surfaces
- Customers must sanitise their hands before entering the facilities by using hand sanitiser stations
- Capacity limits will be in place to control the number of people allowed in the establishment at a time
- Follow physical-distancing protocols and appropriate markers in place for safe queuing
- Place visible signs and posters at the facility to remind customers of best hygiene practices, key messages and safety policies, such as physical distancing
- All customers should wear masks when entering facilities
- Advanced booking is strongly encouraged, and any transactions should use credit cards rather than cash if possible
- Event planners should create protocols specific to reducing COVID-19 spread, including health checks upon arrival; queuing, flow, security procedures, seating and elevator arrangements, along with responsibilities of attendees. Risk-assessment areas should be identified and personnel plans developed to properly manage crowd control and keep the facility safe and healthy. Organisers should also have guidelines for frequent disinfection, particularly bathrooms, and protocols for pre-event testing of employees and participants. Applications for exemptions to mass-gathering limits should be directed to the Ministry of National Security

RETAIL & SHOPPING

- Staff and customers must wear face masks at all times
- Be prepared to use hand sanitiser when entering stores
- Maintain physical distancing of at least six feet at all times, including during any queuing
- Follow signage and floor stickers or other markers as guides for lineups and store flow, or to avoid crowding
- Temperature checks at store entrances where appropriate
- Stores limit the number of customers allowed inside at any one time; wait outside until numbers disperse
- Make use of electronic payment systems over cash wherever possible
- Only one person will be allowed to use the restroom facilities at any given time
- Place visible signs and posters at the golfing facilities of best hygiene practices, key messages and safety policies, such as physical distancing
- Enhanced cleaning and disinfection frequency schedules, including sanitising of high-traffic areas and frequently touched surfaces

Front Street,
Hamilton



Beaches, Pools & Parks



Bring a face mask

Stay six feet from others and shield coughs or sneezes

Avoid gatherings beyond your household or group

If using playgrounds or outdoor gym equipment, sanitise surfaces before use

The use of swimming pools is permitted, with physical distancing

PUBLIC POOLS

- Consider access time slots rather than random access throughout day. One- to two-hour time slots with limited amount of people (50-person limit) for entire facility during those slots
- If events such as aquatic-fitness classes, swim lessons, swim-team practice, or swim meets are held, they must adhere to groups limit and physical distancing. Parties should not be permitted
- Avoid gatherings or meetings both in and out of water if physical distancing of at least six feet or two metres cannot be maintained. Restrict any nonessential visitors, volunteers, and activities involving external groups or organisations
- No unaccompanied minors are permitted; one parent or guardian must be in attendance
- In an emergency: exceptions to physical distancing may be required and should be clearly communicated with all staff. Circumstances include:
 - Anyone rescuing a distressed swimmer, providing first aid, or performing cardiopulmonary resuscitation, with or without automated external defibrillator
 - Individuals in process of evacuating aquatic venue or entire facility due to emergency

Warwick Long Bay

- Provide physical cues or guides (lane lines in water, or chairs/tables on deck) and visual cues (tape on decks, floors, sidewalks) and signs to ensure staff, patrons, and swimmers stay at least six feet apart from those they do not live with, both in and out of water
- Change deck layouts to ensure in standing and seating areas, individuals can remain at least six feet or two metres apart from those they don't live with
- Ensure staggered use of communal spaces, including staff rooms. Consider staggering or rotating shifts where safe to limit number of staff present at aquatic venue at same time
- Restrict or limit access to shower and bathroom facilities. If access is allowed, consider opening only small portions to facilitate easier cleaning. Ensure physical distancing is carried out in group-changing facilities
- If lockers are used, develop plan for assigning which allows physical distancing and proper cleaning between users

CLEAN & DISINFECT POOL AREA

- Evaluate disinfectant protocols for pool
- Check pool chemicals to ensure proper disinfectant levels
- Have a closure policy when disinfectant limits are not reached during testing. Re-open once levels are appropriate
- Evaluate potable water supplies. To ensure all potable water supplies (hand-washing, drinking, showering) are safe to use and properly disinfected after prolonged facility shutdown to minimise risk of other diseases associated with water (e.g. Legionella)

SIGNS & MESSAGES

- Post copy of guidance in conspicuous location for all users
- Post highly visible signs about how to stop spread of COVID-19 and proper handwashing
- Include messages about COVID-19 updates in emails and facility website

HAND HYGIENE & RESPIRATORY ETIQUETTE

- Encourage all staff, patrons, and swimmers to wash hands often and cover their coughs and sneezes
- Wear cloth face coverings in communal areas where six feet physical distance cannot be maintained

ADEQUATE SUPPLIES

- Ensuring adequate supplies to support healthy hygiene. Supplies include soap, hand sanitiser with at least 60-percent alcohol, paper towels, tissues, and no-touch trash cans
- Provide regular cleaning and disinfection of all frequently touched surfaces at least daily. Clean shared objects each time they are used
- Cleaning must be carried out using proper PPE. Employees should follow the directions on label of products. Ensure cleaning products are stored properly and access is restricted
- Maintain and regularly clean restrooms that remain open. Always ensure open restrooms are:
 - Operating with functional toilets
 - Clean, and disinfected, particularly high-touch surfaces such as faucets, toilets, doorknobs, and light switches. Clean daily or more, using EPA-registered disinfectant effective against SARS-CoV-2, the virus that causes COVID-19
 - Regularly stocked with supplies for hand

Beaches, Pools & Parks, *continued*

washing, including soap and paper towels or hand sanitiser with at least 60 percent alcohol and no-touch trash cans

- Consider cleaning methods and appropriate disinfectants to be used for furniture (lounge chairs) pool training equipment (kickboards, pool noodles or blow-up equipment), or discontinue use
- Protect items that have been cleaned and disinfected from becoming contaminated before use. A used drop-off area and a clean-item collection area should be available
- Provide adequate equipment for patrons and swimmers, such as kickboards and pool noodles, to prevent sharing and disinfect between uses
- There should be no sharing of items that are difficult to clean, sanitise, or disinfect or that are meant to come in contact with the face (goggles, nose clips, snorkels)
- If towels and robes are provided, launder according to manufacturer's instructions. Use warmest water temperature possible and dry items completely. Alternatively, discontinue towel and robe services

BEACHES & PARKS

- Visit parks and beaches close to your home
- Stay at least six feet away from others (physical distancing) and take other steps to prevent COVID-19 Do not go into crowded areas
- Avoid gathering with others beyond your household
- Wash hands often with soap and water for at least 20 seconds, especially after using the bathroom, before eating, and after blowing your nose, coughing, or sneezing
- Bring hand sanitiser with at least 60-percent alcohol if soap and water are not available
- The use of playgrounds and outdoor gym equipment in public parks, is permitted, but equipment should be sanitised prior to public use
- Participation in organised activities or sports is prohibited, as they typically require people not from the same household/living unit to be in close proximity, increasing their potential for exposure to COVID-19

Scaur Hill Fort Park, Sandys

A long, straight wooden pier with metal railings extends from the foreground into the distance, crossing a body of vibrant turquoise water. The sky is a clear, bright blue with a few wispy clouds. In the background, there are green hills with some buildings and palm trees on the left, and a pinkish building with a white roof on the right. The overall scene is bright and sunny.

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ON THE COVER: Fairylands, Pembroke

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