



To all our future guests.

UMAYA Resort will remain closed and we are planning to reopen in December 2020 , but due to the uncertainty surrounding the opening of all Borders including the International Airport by Belize Government Authorities, we will assess this over the next few weeks.

We will keep updating our website with the latest news on a timely basis.

Please feel free to contact us should you have – any queries or concerns using our information below.

Email: reservations@umayaresortbelize.com

Toll-Free: USA 800-882-9282

As safety is priority for our guests, staff and communities, we have created a Stay Safe Program at UMACA while we patiently await your arrival. The hotel is spread out over almost seven acres with plenty of public space to practice social distancing. Each suite features a large balcony or terrace where the views are second to none.

PLEASE NOTE: we do advise that due to COVID-19, some hotel facilities or services may not be available to guests for a period of time.

Stay Safe Program

As a part of UMACA's Stay Safe measures, we are expanding detailed sanitation practices for antiviral cleaning and preventative measures that align with local and USA government's guidelines. This includes the practice of social distancing, requirement of face masks, reconfiguring our public areas and dining space to adhere to the 6 feet apart requirement.

Frequent and ongoing training for the entire UMACA team and coordinating such practices with our local service providers (i.e: transportation, tour operators, guides) are being implemented prior to resuming hotel operations.

The safety of our staff, guests, and communities is priority and we will continue to provide updates here as our COVID-19 programs continue to evolve.

Transport to and from the Airport

Our vehicles are sprayed with disinfectant on every trip. For your safety, face masks, gloves and hand sanitizers will be available during your transfer.

Guest Stay Safeguards & UMACA Management Tidbits

- Upon entering your hotel suite, we encourage you to wipe down surfaces with your disinfectant kit as provided in your suite. Each kit includes alcohol, hydrogen peroxide and or bleach-based disinfectants, hand sanitizer and surgical type hand gloves and face mask.
- The most-touched objects and surfaces are the critical areas to address, including light switches, bathroom faucets, alarm clocks, hair dryers, remote controls and any item that you naturally might reach for.
- Luggage should be disinfected, the handles and/or straps or whatever part might have been touched.
- Together with meeting the CDC guidelines, and the guest doing your due diligence in sanitizing, you will be maximizing the safety of your room and lessening the chance of exposure.

Public Areas

- UMACA has increased the availability of hand sanitizers, disinfectants such as aerosol or wipes (alcohol, hydrogen peroxide and or bleach based) throughout public and working areas.
- Staff members will be required to use hand gloves and face masks. Changing to a fresh pair will be done routinely throughout the workday.
- Guests are required to wear masks except when seated at their table and when swimming.
- There will be an ongoing adjustment to our food and beverage services in accordance with current food safety recommendations.
- Highlighted public areas include reconfiguring common areas, public spaces and culinary spaces to heed proper social distancing guidelines, guest-friendly signage/instructions on preventative measures.
- We have created pathways to allow guests and staff to maintain social distance when entering public areas.
- Reservations are highly recommended at our restaurants.
- Food menus, events and post COVID 19 housekeeping standards will be able to be accessed via our website and through the use of QR Codes that will be available throughout the property and via social media.

Suites

- UMACA has increased personal hygiene protection for our guests. Our suites will be stocked with hand sanitizers, disinfectants as aerosol or wipes (alcohol, hydrogen peroxide and or bleach based), face masks and surgical type hand gloves following guidelines issued by WHO, CDC, ACC.
- Our housekeeping service will be based upon the guest's request, but we are asking to refrain from daily housekeeping cleaning to adhere to the social distancing guidelines, please use your "DO NOT DISTURB/SERVICE REQUEST" sign and post early morning outside your suite entrance door.
- Electrostatic Spraying Technology is in place utilizing hospital graded disinfectant which kill the viruses on contact and forms a protective shield up to 30 days, this is the final step implemented in our housekeeping cleaning program.
- HEPA air filters are placed on air condition units which remove up to 99.97% of airborne particles.

Our Team Safeguards

Our team is currently participating in ongoing briefings and enhanced training on operating protocols.

UMAYA has increased the frequency of cleaning public areas (including lobbies, door handles, public restrooms, etc.) and have continued the use of hospital-grade disinfectant.

We continue to adjust food and beverage service in accordance with current food safety recommendations.

Staff uses hand gloves and masks. They are encouraged to change regularly throughout the day, this includes after any staff breaks.

All safety measures implemented for the safeguard of our guests are duplicate on resort working areas.

A major part of the resort's new cleanliness push will be in the form of enhanced technology", which uses the "highest classification of disinfectants recommended by the CDC." Which will be applied by electrostatic sprayer use. The sprayers are used to clean and disinfect entire areas, disinfect rooms, lobbies, gyms, restaurants, bar counters, chairs, tables & contact surfaces like QR code holders and other areas.

We want you to feel comfortable and secure when booking your stay, and currently have a flex cancellation policy in place for you. You may cancel 72 hours prior to arrival date (one-night deposit to guarantee reservation).

We will continue to provide **COVID-19** updates on our resort, our Stay Safe Program and re-opening of the Belize International Airport.

Stay safe, practice social distance and Belize awaits!