



To all our future guests.

UMAYA will remain closed for the time being due to the uncertainty caused by COVID-19, but this will be continually assessed.

The website will be updated 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

When the property does open, as safety is a priority for guests, staff and communities, we are creating a Stay Safe Program at UMaya. The property 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 facilities or services may not be available to guests for a period of time.

Stay Safe Program

As a part of UMaya'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 UMaya team and coordinating such practices with our local service providers (i.e: transportation, tour operators, guides) are being implemented prior to resuming 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 & UMaya Management Tidbits

- Upon entering your 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 you doing your due diligence in sanitizing, you will be maximizing the safety of your room and lessening the chance of exposure.

Public Areas

- UMaya is increasing 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 will be required to wear masks except when seated at their table and when swimming.
- There will be an ongoing adjustment to refreshment 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 are creating pathways to allow guests and staff to maintain social distance when entering public areas.
- Reservations are highly recommended when dining.
- 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

- UMaya is increasing personal hygiene protection for 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.
- It is planned for Electrostatic Spraying Technology to be 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 will increase the frequency of cleaning public areas (including lobbies, door handles, public restrooms, etc.) and have continued the use of hospital-grade disinfectant.

Any food and beverage service will be adjusted so in accordance with current food safety recommendations.

Staff will use 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.

It is intended that a major part of the property'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 will be 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 will continue to provide **COVID-19** updates, our Stay Safe Program and re-opening of Umaya.

Stay safe, practice social distance and Belize awaits!