

InterContinental Resorts French Polynesia
Newsletter



INTERCONTINENTAL
FRENCH POLYNESIA
JULY 21, 2020

COVID-19 ENHANCED SANITATION

Dear Partners,

As our Tahiti resort reopened on July 1st, and our Bora Bora resorts reopened on July 15th, 2020, and in coordination with the end of the quarantine for inbound travelers to French Polynesia, we are happy to share more information about the enhanced sanitation and operational best practices implemented in our properties in response to the worldwide Covid-19 outbreak.

Enhanced Sanitation and Operational Best Practices Implemented at InterContinental® Resorts in French Polynesia

While our resorts have always maintained strict health and hygiene standards, InterContinental® Resorts French Polynesia have reopened with enhanced sanitation and operational best practices in accordance with:

- the World Health Organization (WHO),
- the Center for Disease Control and Prevention (CDC),

- local health authorities and governmental advisories,
- and in respect of the IHG® Way of Clean protocols to deliver the IHG® Clean Promise.



Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right.

Find more information about the IHG® Clean

Promise: ihg.com/CleanPromise

In application of these protocols, the following measures have been implemented at our properties:

- Support and training of our team members on the enhanced sanitary processes by a registered pharmacist.
 - Hand sanitizer stations are available throughout the hotels (Alcohol-based 60% or more).
 - Floor markers and signage is provided to encourage guests to practice proper social distancing.
 - At the resort, face masks or coverings are required for all team members and are recommended for guests in public areas.
 - Hotels have increased the frequency of cleaning public areas (including lobbies, elevators, door handles, public bathrooms) and high-touch points in guest rooms.
 - Transportation services adhere to social distancing guidelines and sanitation procedures.
- Wearing a face mask is required by law in all aerial, land and maritime public means of transportation as well as in their waiting areas (for all persons above 11 years old).
- Card or contactless payment is encouraged.
 - Guestrooms have been redesigned without decorative pillows, magazines and other non-essential items to allow for greater peace of mind.
 - Guestrooms are cleaned on a daily basis, sheets and towels are all changed every five (5) days – or more often upon request.
 - Pool furniture is disinfected frequently.
 - Fitness equipment is positioned to provide for physical distancing.
 - To ensure a comfortable and safe dining experience, tables and chairs have been removed and spaced throughout the Restaurant and Bar areas to allow for physical distancing.
 - Restaurant furniture and menus are sanitized after each use, the use of digital versions of our menus is encouraged.

Please note, all procedures and programming are subject to change based on guidance from the CDC, WHO, and relevant governmental authorities.

Travelling to and holidaying in French Polynesia

We invite all guests and partners to refer to Tahiti Tourism's website for the latest up-to-date travel-related information: <https://tahititourisme.com/en-us/covid-19/>

During your vacation, a frequent disinfection of your hands and wearing a face mask in public will be recommended. Please kindly note that as of July 17, 2020, wearing a face mask is compulsory for persons above 11 years old in all public means of transportation (aerial, maritime, land) and their related waiting areas.

Otherwise, the sizeable pieces of land that our resorts have been built on allow a natural adherence to the social distancing measures, while offering an outstanding scenery.

[Let's take the right steps in the Islands of Tahiti \(@Tahiti Tourism\)](#)

The team at InterContinental® Resorts French Polynesia extends its deepest sympathies to those globally affected by the novel Coronavirus (COVID-19), and will keep prioritizing the safety and wellbeing of both our hotel guests and employees.

We also wish to take this opportunity to thank you all for your ongoing support during these unprecedented times. Although we are unable to predict when this situation will be more controlled worldwide, InterContinental Resorts French Polynesia is primed and ready to welcome you back with ease to the tranquility of island life in the South Pacific.

When you're ready to travel again, we'll be ready to welcome you.