



## COVID-19 Protocols

At Grand Isle Resort & Residences, we put a strong emphasis on the health and safety of our team members and guests, while we remain vigilant and respect and observe local, state, and federal guidelines, even as they change. This includes a requirement for all individuals to wear face coverings in indoor public spaces unless eating, while seated, or for anyone over the age of two (2) years. In the Bahamas, we have implemented the [Clean & Pristine program](#) making your visit a safe and worry-free experience!

Effective November 1, 2020, The Bahamas will require all travelers to:

- 1) Obtain a negative **COVID-19 RT PCR** test five (5) days prior to arrival.
- 2) Apply for a **Bahamas Health Travel Visa** at [travel.gov.bs](http://travel.gov.bs) (the cost here covers Travel Insurance and Day 5 Test)
- 3) For the duration of the visit, complete a daily online health questionnaire for symptom tracking purposes. This will be emailed to you daily and consists of 5 simple questions.
- 4) Take a **COVID-19 Rapid Antigen Test** on Day 5 of the visit. In addition, you will be required to have a negative test, no more than 3-days old, to return to the US. Meaning, if you stay longer than 8 nights, you will be needing to get (2) tests in the Bahamas (Day 5 + 3 days prior to departure).

In addition, beginning November 14, 2020, all visitors will be required to opt-in to mandatory COVID-19 health insurance when applying for their Health Travel Visa. The insurance will cover travelers for the duration of their stay in The Bahamas. For more details, please review the [Bahamas Travel & Entry protocols](#).

### COVID Testing Center (across the street from Grand Isle)

#### **DI-ARA COMPREHENSIVE MEDICAL CENTER - EMERALD BAY**

(242) 358-4042

M-F: 9:00AM - 5:00PM | Weekends: Concierge upon request

- Please note test results are typically provided in 3 hours or less (**for Antigen test**)
- Grand Isle will arrange tests for all in-house guests, in the privacy of your Villa, and will be complimentary. Although it is not necessary, you can make advance arrangements via our website, or direct with concierges, prior to your arrival.

### FAQ'S

- 1. What is the protocol if a guest tests positive?**
  - a) We will allow the guest to quarantine "on property" and will extend a discount of 50% for the remainder of your stay (for all Villas in the party). We will treat this on a "case by case" scenario and take great care of the guests, as you would expect.
- 2. Can guests get tested on property?**
  - a) Yes, we can arrange for all test to be on property and can schedule upon your arrival. There is no cost to the guests for this enhanced service.
- 3. What is your cancellation policy now with COVID?**
  - a) We had adjusted our cancellation policy to be up until "day of arrival" with no penalty, regardless of reason.