

# WELCOME BACK TO OUR TIMELESS ISLAND RETREAT



**REOPENING INFORMATION, VILLA CLUB CONCEPT  
& COMMITMENT TO CLEAN**





THE RITZ-CARLTON

ABAMA

# VILLA CLUB



Calle · **Palmera** · Lane



Calle · **Tagor'** · Lane



Calle · **Tacande** · Lane



Calle · **Del  
Mar** · Lane



# VILLA CLUB



# THE RITZ-CARLTON, ABAMA NEW VILLA CLUB CONCEPT



## VILLA CLUB ROWS

# CASITAS LANE



\*Suggested view from first floor (ocean view)



\*Suggested view from ground floor (garden view)

# THE RITZ-CARLTON, ABAMA NEW VILLA CLUB CONCEPT

RE-OPENING DATE: July 24th, 2020

## *Villa Concept Description*

### **Villa Rooms & Suites:**

- 86 Doubles ( 22 of which are connected to triple bedded rooms)
- 22 Triple Rooms (twin beds with sofa bed) connecting with double bedded rooms
- 36 One Bedroom Suites
- Total of 144 rooms - Ocean & Garden views
- 4 lanes with 2-floors, consisting of 3-5 *Casitas* each
- Each lane of Villas has a capacity of between 24 & 48 rooms
- *Casitas* with 8+ rooms in independent Villa blocks suitable for multi-generational bookings
- 4 Villa Pools - One per lane, including El Mirador Infinity pool (lane 1)\*

\*available *ONLY* for Villa guests of all ages– only for guests over 13 years old in August

### **Adults-only section -**

- Semi-private Villa pool
- Private outdoor gym
- Chip & putt area
- Complimentary soft drinks ( beer and wine included) around the pool
- All additional Villa Club benefits

### **Family section -**

- Close to outdoor Playground, convenient Citadel access and Ritz Kids
- 22 pairs of connecting double and triple rooms
- 4 One Bedroom Suites

# THE RITZ-CARLTON, ABAMA NEW VILLA CLUB CONCEPT

## *Added Values : Families & Adults*

- Villa Ambassador
- In Room or Lounge check in/out
- A La Carte breakfast at El Mirador Restaurant
- El Mirador Club Lounge Access
- Enhanced internet
- 2 complimentary Wellness Experience passes (per room/stay)
- 2 complimentary press items (per room/stay)
- Welcome amenity from the General Manager
- Covid amenity and complimentary basic supplies
- Digital newspapers and magazines (through press reader)
- Complimentary drinks & canapés:
  - By the pool:*
    - *Complimentary soft drinks & juices served by the pool*
    - *Selection of complimentary pool treats and amenities including canapés, smoothies and beverages*
    - *Beer and Wine included for reservations ONLY in the Adults-only lane (Tagor Villas)*
  - Villa Club Lounge open from 9am to 9pm:*
    - Complimentary aperitifs with with snacks and non-alcoholic drinks.
      - \* Sunset Experience: Daily from 7pm-8.30pm (time will vary depending on sunset and season) with a selection of Tapas and alcoholic beverages.

# THE RITZ-CARLTON, ABAMA NEW VILLA CLUB CONCEPT

## *Facilities & Services currently Available*

- **Villa Pools (exclusive for guest located in that villa lane)**
- **El Mirador Infinity Pool** available **ONLY** for all Villa Guests +13 years
- **Lagoon Pool** (located at the Citadel)– for all ages
- **Abama Beach** – Sun loungers and umbrellas serviced by our Ladies and Gentlemen
- **Fitness Center** – Open daily (reservation required)
- **Spa & Wellness Experience** – Open daily (reservation required)
- **Ritz-Kids** – Outdoor playground and indoor facility. Parent or Nanny presence required. No activities
- **Playground** – Open for families (children 12 and under), from sunrise to sunset
- **Resort Train**
- **Retail Shops** – Marc Cain, Paradise Canarien, Evadivine Boutique and Pagoda Jewelry
- **Tours & Excursion Desk**
- **Cycling Friendly** – On-site bicycle rental facilities and services
- **Excursion and activities** to be reserved on the spot (options available depending on seasonality)
- **Catamaran rental** – By Team Factory

*The Resort's Citadel and rest of the facilities will open gradually based on the Spanish Government indications and occupancy limitations. Activities and facilities shown in this presentation are subject to change due to restrictions by the local authorities or Spanish Government.*



# THE RITZ-CARLTON, ABAMA NEW VILLA CLUB CONCEPT

## *Food & Beverage options available*

### **El Mirador Restaurant – by Chef Cesar Gonzalez (Canarian Terramar & Paellas)- Open from 7.30 pm to 10.00 pm**

- A La Carte breakfast , Lunch & Dinner (reservation required)

### **Beach Club Restaurant - Open from 12:00 pm to 8:00 pm**

- Lunch (Spanish Beach Chiringuito), beach service and after-hours chill out
- (First come first served; no reservations permitted)

**In Room Dining:** 24/7 with restaurant offerings

**Pool F&B service:** With healthy offerings as well as a variety *of salads and sandwiches.*

### **Lobby Bar:**

- Open daily, from 10:30 am to 11:00 pm

***Rest of restaurants will remain closed until further notice***

*Dates and times shown in this presentation are subject to change  
due to restrictions by the local authorities or Spanish Government .  
The Citadel and rest of the facilities will open gradually.  
We will inform you accordingly*

# THE RITZ-CARLTON, ABAMA NEW VILLA CLUB CONCEPT

## Q & A

### **ROOMS AND VILLA BENEFITS:**

**- Will interconnecting rooms be guaranteed at the time of reservation?**

*Yes, interconnecting rooms will be guaranteed at the time of reservation.*

**- How many pool food amenities will be served per day?**

*8 complimentary pool treats will be served around the pool per day, including canapés, smoothies and beverages.*

**- Will there be a proper Club Lounge at the Villa section? Where?**

*Yes, the Villa Club Lounge will be located in the El Mirador area. Complimentary aperitifs (canapés & finger food) will be available from 6:00pm-8:00pm. Refreshments will be available all day.*

**- Will there be Buggies available for the Villa area ?**

*No. Until further notice, buggies are not permitted on the public road adjacent to the hotel due to re-enforced traffic laws and restrictions imposed by the local authorities and road licensing requirements. We are working on other mobility alternatives. Restaurants, pools and other facilities are accessible by foot and train (available throughout the day).*

**- Can adults from other Villa lanes, access the Adults-only section and use their facilities and benefits?**

*No. Adult's-only lane, pools and benefits are available only for guests that have reserved this section. Each lane of Villas is exclusive for guests with reservations in that row of Villas and it is not accessible for clients staying in other parts of the hotel.*

**- How will the Villa Ambassador concept work?**

*There will be a Villa Ambassador in each Villa lane to assist all guests' needs and desires.*

**- Will the new concept finish when the Citadel opens or is this new experience will be implemented forever?**

*No, the New Villa concept is part of our new hotel positioning and it will remain as an enhanced and enriched luxury experiential offering tailor made around personalized services .*

## Q & A

### BEACH & POOLS

**- What is the beach opening time?**

*Officially, the opening hours with the beach service will be from 10:00 am to 6:00pm. Beach Club Restaurant will be open from 12:00 pm to 8:00 pm.*

**- Will it be open to the public?**

*Yes, the hotel has a concession for the sunloungers and umbrellas on a clearly defined part of the public beach.*

**- How many swimming pools will be open?**

*July & September: All Villa Pools & El Mirador Pool for all ages.*

*August: All Villa Pools, Lagoon Pool (Citadel) and Mirador' s Infinity Pool for guest from 13 years old.*

**- Will there be pool Service available?**

*Yes, lifeguard & pool service (towels, umbrella' s, sunbeds) will be offered .*

### TRANSPORTATION & MOBILITY

**- Will there be a Resort Train available?**

*Yes, it will be available every day.*

**- Which will be the schedule and frequency?**

*Train will be available from 10:00 am – 6:00 pm , every 20 minutes.*

**- Will the funicular be working for the opening date?**

*No, funicular will be out of service due health and safety restrictions and measures in place until further notice.*

**- How will clients move around the Resort?**

*With the train and van. Buggies are not permitted anywhere, including on the public road leading from the hotel main entrance all the way down to the beach and Mirador in line with the re-enforced traffic regulations established by the Spanish authorities .*

**- How will guests get to the beach?**

*With the train. There are stop stations in each villa lane, El Mirador restaurant, funicular (where there is step access to the beach) and the beach. The train is the best option to move around the hotel until other transportation is allowed.*

**- Will there be a van or other transportation to go to the Golf Course?**

*Yes, transportation will be provided only to the golf course, not to the tennis court*

**- Will there be a van or hotel transportation to go to Kabuki?**

*Yes, the hotel will provide transportation to get to the Kabuki Restaurant on a pre-reservation basis.*

## **FACILITIES**

### **- How many children will be allowed at the Ritz-Kids Club?**

*Number of pax is not defined yet. We will share this information as soon as possible. However, the capacity will be reduced.*

### **- Will there be any activities or entertainment for children?**

*No activities will be offered, nevertheless the Ritz-Kids will be open from 10am to 1pm & from 5pm to 8pm indoor (schedule subject to changes) and parents can enjoy the space with their kids. Staff will not be responsible for the kids, therefore adult presence will be required while children are there.*

### **- Can clients reserve babysitter service?**

*Yes, a list of external companies will be provided to the clients for their own arrangement.*

### **- Will the Spa be open?**

*Yes, it will be a morning and evening shift in order to have enough time for disinfection and cleanliness procedures. Timing will follow. In case of closure, spa treatments will be available in an alternative location.*

### **- Will there be massages, therapies and Treatments available at the Spa?**

*Yes, they will be available, except facial massages. Reservation will be required.*

### **- Will the Hairdressing be available? Will Pedicures and Manicures be available?**

*No Hairdressing; manicure and pedicure will be available-reservation will be required.*

### **- Will the Gym be open 24 hrs?**

*Not 24 hrs. Morning and evening shifts will be available in order to have enough time for disinfection and cleanliness procedures, timings and details will follow.*

### **- When will the Citadel and other facilities be open?**

*Date to be confirmed depending on Authorities guidelines and occupancy levels.*

### **- Guest relations, dining reservations, and external activities - will there be a concierge to arrange guests' activities and requests?**

*Yes, there will be a Villa Ambassador taking care of guests' needs and queries.*

### **- Will there be a Club Lounge at the Citadel once it reopens?**

*Yes, Club Lounge will be available at the Citadel, nevertheless new villa concept and ambassador service will remain.*

**FOOD & BEVERAGE:**

**- Will guests be charged if they want to enjoy breakfast from In Room Dining?**

*Continental breakfast will be complimentary, only delivery will be charged.*

**- Will the menus available for clients to view before arrival?**

*Yes, menus will be available for guests' to see very soon.*

**- Will HB and FB be available at the Resort?**

*No HB or FB will be available at the beginning; as soon as we can increase number of restaurants and offerings, we will start offering these meal plans.*

**- Will El Mirador Restaurant and its Pool Restaurant be open for lunch?**

*Yes, the Infinity Pool bar will be open.*

**- Will Casa Club be open for lunch?**

*No, Casa Club will be closed until further notice. Take away options in El Mirador will be available .*

**- When will HB and FB be offered?**

*As soon as we are able to have more restaurants and options open, which is dependent on demand.*

**- Will breakfast be served a la carte or will it be buffet?**

*A la carte, following new measures and guidelines.*

**- Which bar/s will be open?**

*El Mirador Pool Bar, Lagoon Pool terrace, Lobby Bar, & Beach Club.*

**- Will there be any live entertainment**

*Different choices are being considered . Details will follow.*

## **GOLF & Tennis**

- **Where should we send all Golf and tennis requests, and where can guests arrange their requests at the hotel?**

*Reservations requests must be sent directly to the Golf Course and Tennis Academy:*

*Golf: [info@abamagolf.com](mailto:info@abamagolf.com)- Tennis: [info@abamatennis.com](mailto:info@abamatennis.com)*

- **Will the Buggy be available at the golf course?**

*Yes, Abama Golf will still offer buggy to play.*

- **Will there be any Buggy restrictions & Golf course measures?**

*Yes, golf course guidelines will be sent independently .*

## **CLEANLINESS AND SAFETY MEASURES**

- **Outside the hotel, are all restaurants, bars, beaches, shops open without any restriction for tourists?**

*Each place is responsible to follow the measures and guidelines decreed per law and Government instructions. Tenerife has been an excellent example of compliance with the measures and processes imposed by the government.*

- **Do guests need to wear masks at the hotel and outside the hotel?**

*According to the World Health Organization recommendations and Spanish Authorities instructions, it is suggested to wear a mask if enough social distancing (1.50 meters) cannot be ensured outdoors, and in closed public areas.*

- **Are there new measures or restrictions guests should know about?**

*Full information on our Commitment to Clean measures are included in this presentation.*

- **What happens if there is a positive case of COVID 19 at the hotel?**

*Internal procedure will be activated as per Spanish Government indications.*



# OUR APPROACH

We understand that people are thinking about Travel differently now.  
*We are too!*

This is why we want to share with you our exacting standards and rigorous protocols to create a safe environment.

- ✓ **DEEPER, MORE FREQUENT CLEANING**
- ✓ **LESS CONTACT, MORE CONNECTION**
- ✓ **YOUR SAFE SANCTUARY**
- ✓ **NOURISHING THE 'NEW NORMAL'**

# OUR PLAN

## **CREATING TRANSMISSION BARRIERS**

- Less Contact, More Connection
- Providing Personal Protective Equipment (PPE)
- Physical Distancing and Queuing

## **ENHANCING SANITATION**

- Emphasis on Hygiene & Cleanliness
- Deeper, More Frequent Cleaning
- Leveraging Technological Innovations
- Cleanliness Champion & Training

## **PROMOTING HEALTH SCREENING**

- Our Shared Responsibility
- Associate & Guest Health Concerns
- Guidance to Local Public Health Resources

## **NOURISHING THE 'NEW NORMAL'**

- Supplementing our Food Safety Protocols with international government agencies
- Tailored Options for Meetings & Events
- Eliminate or Modifying Shared Use / Reuse Items
- Grab & Go and Pre-Packaged Items



# SAFETY GUIDELINES

## **DEEPER, MORE FREQUENT CLEANING**

- **Deploying 200+ enhanced cleaning protocols** to disinfect every space, more frequently and especially during peak times
- Consistently and **frequently disinfecting** all **high-touch items** like elevator buttons and door handles
- Adding hand **sanitation stations** throughout the hotel, particularly in high-traffic areas

## **YOUR SAFE SANCTUARY**

- **Deep cleaning of** each guest room between guests
- Removing non-essential high-touch items which cannot be sanitized
- Evaluating housekeeping frequency to **reduce contact** during the guest's stay

## **LESS CONTACT, MORE CONNECTION**

- Using **mobile technology and requests** via the new web-based STAY app (Dining Reservations, Chat, Resort Programming, etc.)
- Enabling social and **physical distancing** practices, reducing allowable capacity in spaces, increased distance between furniture, and managing queuing areas
- Fostering pre-arrival planning and communication

## **NOURISHING THE 'NEW NORMAL'**

- **Redesigning Food and Beverage station set-ups;** removing non-essential items
- Offering a variety of **'grab and go'** contactless food + beverage options
- Tailoring options for meetings and groups to enable reserved spaces

# FRONT DESK

## 1 **MOBILE CHECK-IN & MOBILE KEY**

Utilization of the Marriott Bonvoy™ app: check in (only for Call-In Reservation Mode or SGL Rooms) and room access

## 2 **QUEUES + STANCHIONS**

Queuing: and stanchions; signage to remind guests of physical distancing requirements

## 3 **LADIES & GENTLEMEN CARE**

Associate focus on hygiene and disinfection

## 4 **HAND SANITIZER DISPENSERS**

Dispensers stationed throughout hotel, with focus in high-traffic areas

## 5 **DISINFECTING KEY CARDS**

Disinfected between stays; keys sanitized prior to handover to guests

## BELL 6 **CARTS**

Luggage sanitized after associate touch; bell carts sanitized after each use

## 7 **CONCIERGE**

Modified service with focus on digital and self-service options

## 8 **CHECK-OUT**

Mobile Check-out and alternative payment options available including contactless payment methods to facilitate social distance where applicable





# GUEST ROOMS

## 1 **ENHANCED CLEANING**

Deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room

## 2 **FURNITURE**

Deep cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)

## 3 **AMENITY KIT**

## 4 **HIGH-TOUCH ITEMS**

Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls etc.)

## 5 **REMOVAL OF NON-ESSENTIAL ITEMS**

Reducing or removing non-essential high-touch items (magazine or books, etc.)

## 6 **ASSOCIATE ENTRY + PPE**

Modifying in-stay housekeeping frequency, in-room dining, and other associate entry into guest room

## 7 **DELIVERY**

Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery

## 8 **MOBILE DINING**

Promoting use of mobile dining for the convenience ordering your meals digitally

# RESTAURANTS & BARS

## 1 REDUCED SEATING

Modified floor plans and reduced seating to ensure physical distancing; surfaces sanitized between guest use

## 2 RESERVATIONS

Defined occupancy and seating times; require reservations to control flow when busy

## 3 FOOD SAFETY

Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols

## 4 BAR SERVICE

Cocktail equipment sanitized between use; modified procedures for garnishes and glassware

## 5 ALTERNATE MENU OPTIONS

Alternate menu options including disposable paper, digital, and chalk boards

## 6 FOOD DISPLAYS

Elimination or strict modification of self-service food stations; physical barriers in place for most displays

## 7 SELF-SERVICE APPLIANCES

Sanitization of self-service appliances between use; elimination of shared items at guest tables

## 8 GRAB AND GO

Modified food delivery including grab-and-go, pick-up stations, and ready-to-eat options

## 9 PAY-AT-TABLE OPTIONS

Reduced handling of guest personal property; alternate payment options including contactless self-checkout





# TRANSPORTATION

## 1 RESORT TRAIN

Our famous and family-friendly Train, transports guests around the resort from a specific pick-up point in every row of Villas, to El Mirador Restaurant, Abama Beach and more, whilst offering the opportunity to explore the vastness of The Ritz-Carlton, Abama from the best seats!

# POOL & RESORT

## 1 **ENHANCED CLEANING**

Focused on using the right chemicals in every area; sanitizing equipment, surfaces and furniture between use

## 2 **FOOD + BEVERAGE**

Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

## 3 **PHYSICAL DISTANCING**

Increase in space between tables, chairs, and equipment in all pool, beach, golf and resort areas

## 4 **CABANAS**

Day beds, cabanas and interior furnishings sanitized between use

## 5 **TOWEL STATIONS**

Towel desks, hutches, or stands are sanitized hourly. For your protection towels are not displayed

## 6 **BEACH EQUIPMENT**

Surf boards, paddles, sports equipment, and all shared use items sanitized between use

## 7 **KIDS CLUB + PLAYGROUND**

Modified operations to disinfect surfaces and equipment used between use





# SPA + FITNESS

## 1 ENHANCED CLEANING

Sanitization of equipment, treatment rooms, and lounge areas between use; high-touch surfaces cleaned hourly

## 2 SANITATION STATIONS

Hand washing and hand sanitizer stations placed in common areas

## 3 PHYSICAL DISTANCING

Modified floor plans to increase space between equipment, furniture, etc.

## 4 SHARED USE ITEMS

Sanitization of rental gear, hair dryers, beverage vending, etc. between use, or replaced with single-use alternative

## 5 LOCKER ROOMS

Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing

## 6 FITNESS ALTERNATIVES

Promotion of in-room and outdoor fitness alternatives

## 7 MENU OF SERVICES

Proactive communications on all service adjustments; added low- or non-touch treatments

## 8 APPOINTMENT SCHEDULE

Staggered arrival times; longer appointment lengths to allow for deeper cleaning between each one

## 9 PAYMENT

Relocation of credit card payment devices; reduced handling of guest personal property

# STAY WEB-BASED APP

Guests will enjoy real-time connectivity through the web-based STAY app. This newly launched initiative will help us be connected with our guests in real-time, with an interactive Resort Map, daily programming/activities calendar, special events and restaurant specials notifications and more...

As the way of traveling and interacting is currently changing, the resort will offer guests access to digital restaurant and pool-side menus, paperless resort-map and activities, online reservations for restaurants and Spa, minimizing the use of paper materials.

Review and sign up to the resort's weekly activities from a mobile device, make dining reservations, explore the different attractions around the island... This web-based app will help guests plan an unforgettable stay without missing any of the fun!







THANK YOU