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Divi Resorts Introduces New “Clean Check” Program to Prepare for Reopening

Divi Resorts’ new CLEAN CHECK Program offers enhanced hygiene standards and health and safety measures across all areas of their Caribbean resorts



CHAPEL HILL, NC — For over 50 years, Divi Resorts has been a leader in the Caribbean with an active focus on [implementing strict cleaning and hygiene protocols](#) at all of their resorts to ensure guests enjoy healthy and safe vacations. The company has reviewed every area of their health and cleanliness procedures to safeguard and protect both guests and staff and address changing consumer expectations ahead of reopening on Aruba, Barbados, Bonaire and St. Maarten.

Divi’s stringent new [CLEAN CHECK](#) program follows the recommendations of the Centers for Diseases Control and Prevention (CDC), the World Health Organization (WHO), and the Ministries of Health on each island.

“At Divi Resorts, cleanliness and safety standards have always been at the forefront of our company policies and built into the very fabric of our daily routines. We sincerely care about the health and wellbeing of our guests and team members, and their safety is a top priority,” said Marco Galaverna, President and COO of Divi Resorts. “Over our many years in business, we’ve stayed focused on serving our loyal guests and hiring, training and caring for a talented, top-notch talented team. Both our guests and staff have become family, and we treat one another accordingly. It’s something we take great pride in.”

Divi’s **CLEAN CHECK** program safeguards each guests’ stay from arrival to departure across all points of contact and ensures additional cleanliness and hygiene measures are taken

throughout each of the company's resort locations.

"We want our guests to focus on what they have always enjoyed, making fantastic vacation memories, relaxing with loved ones and cherishing every moment with friends and family," Galaverna added. "Every staff member is committed to doing everything they can to provide a clean, healthy and safe environment for our guests, as well as protecting themselves as outlined in our new **CLEAN CHECK** program."

New Physical Distancing Practices

At Divi Resorts' destinations, the **CLEAN CHECK** program ensures physical distancing recommendations are followed in areas like lobbies and restaurants where floor decals and roped off areas will guide guests where to stand while in line. At the pools and on the beach, chairs will be spaced out at safe distances around shaded areas. Restaurants and bars will have tables and chairs set further apart, and all resort activities, from diving to golf have new protocols in place. Bellman shuttles will have reduced capacity and guests will be required to sit behind the drivers. When using elevators, only one couple or family will be allowed to ride together.

Divi's Focused on Every Touchpoint

The **CLEAN CHECK** program covers twelve key touchpoints:

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| 1. Front Desk, Concierge & Bellman | 7. Fitness Centers |
| 2. Guest Rooms | 8. Public Areas |
| 3. Housekeeping & Laundry | 9. Resort Maintenance |
| 4. Restaurants & Bars | 10. Banqueting & Events |
| 5. Activities & Amenities | 11. Staff Training & Back of House |
| 6. Swimming Pools & Hot Tubs | 12. Vendors & Incoming Deliveries |

Guests can spot the **CLEAN CHECK** symbol throughout Divi's destinations, from unit door seals confirming a room is ready for occupancy, to signage with helpful distancing and sanitation guidelines. The company wants guests to have confidence every time they book a Divi Resorts vacation with peace of mind from check-in to farewell.

Warm Welcome Guarantee

At Divi Resorts, each staff member has always been deeply engaged in meeting and warmly greeting guests. To continue this tradition, Divi's staff will now meet, greet and thank all guests with a hand on their heart. The company hopes this safe and meaningful gesture will convey not only a warm welcome, but also a sign of our appreciation.

Book with Confidence

When Divi's islands and resorts reopen, and the public is prepared to travel, the company is ready to offer guests the Caribbean vacation they've always dreamed of.

“Travelers can book with confidence knowing that they’re getting the best deal with our Best Price Guarantee,” Galaverna explains. “And if your plans change, our Worry-Free Cancel Anytime policy lets you rebook your 2020 reservation or cancel with no penalties. You’ll only pay the difference if your reservation is rescheduled during peak travel dates. Plus, our Pay Over Time program lets guests book now and pay later, and we also offer a way for travelers to protect their trip with travel insurance.”

Divi is currently offering fantastic deals at all of their resorts with travel through December 20, 2020. Now through June 30, 2020, travelers can [score 30% off](#) room only and all-inclusive rates. Plus, travelers who register for the company’s new [Divi Devotion Discount](#) program will instantly receive an extra 5% off on all new reservations made through June 30, 2020.

“You’ll fall in love with our soft white sand beaches, stunning vistas, sparkling pools, delicious food and drinks, socially responsible amenities, and fun activities,” said Galaverna. “And we back our stellar offerings with the best practices and policies that help guests book with confidence online at www.diviresorts.com or with the assistance of our reservations department.”

For reservations or more information on any of these programs, please visit www.diviresorts.com or call 1-800-367-3484 (Toll-free US) or 1-919-419-3484 (International). For group reservations, please call 1-800-801-5550 or email groupsales@diviresorts.com.

Divi Resorts Photos/Videos/Logos
www.diviresorts.com/portal.htm

Terms & Conditions: Visit www.diviresorts.com/devotion-discount.htm and www.diviresorts.com/caribbean-promotion.htm for full terms and conditions.

Worry-Free, Cancel Anytime Resort Guarantee: All Divi Resorts cancellation and change penalties will be waived for new hotel bookings made for travel anytime through December 31, 2020. Cancellations or changes must be made prior to arrival. This does not include airfare cancellations or changes. If the reservation is rescheduled during peak travel dates, you will be responsible for the difference in cost. For questions regarding airfare please contact your airline directly or reach out to your travel insurance policy holder.

Pay Over Time Program: For the pay over time program, all rates and any applicable fees are subject to the provider of the services.

*Visit www.reservhotel.com/html/airlink/InsuranceBrochure2018.pdf for full information on trip insurance coverage, benefits, terms & conditions and pricing or contact iTravelInsured by phone at 1.866.347.6673 or via email at service@itravelinsured.com.