

To Our Valued Guests,

For over 15 years, Hickatee Cottages has promoted a sustainable, quality product for guests to enjoy while we have pledged to protect the environment and conserve natural resources. While this is our foundation, our commitment to the health and safety of our guests, our staff, and our community is of the highest importance.

In the spirit of our philosophy, we continue to respond to the COVID-19 pandemic with an uncompromising commitment to protect the safety and wellbeing of all those we serve.

Our 60 acres of private protected area, nature trail system and open-air grounds allow for easy physical distancing. And, although our cottages are centrally located, they offer spacious breathing room to enjoy the flora and fauna, appreciate the natural wildlife or simply relax in your private verandah. Despite this, we are determined to take heightened precautions.

Our enhanced safety measures include appointing a health and safety director to execute the Belize government approved health & safety guidelines, implement enhanced safety protocols and processes, and complete training workshops for all staff.

### What to Expect while Staying at Hickatee Cottages

- Before you arrive, we will share detailed information about Hickatee Cottages and our rate offerings to ease the check-in process.
- Contactless check-in is available for “key in cottage” privacy and property information is available by QR code. Electronic check-out is also available at your request.
- An e-communication method will be set up with all guests, via Whatsapp, Facebook Messenger, or email to ensure we address all requests in a timely manner.
- Prior to your arrival, your cottage will be fully sanitized and tagged with a “clean seal” sticker.
- To ensure the highest health and safety measures are taken, we offer daily health and temperature checks for our employees and guests. Our staff is also trained to complete a daily self-health assessment and pre-arrival safety protocol.
- Cleaning services will be available by request only to ensure social distancing is adhered to. If requested, our cleaning services will be completed while you are away from your room.
- Housekeeping and kitchen staff have enhanced cleaning and disinfecting protocols to clean high touch areas, public areas, bathrooms, sanitization dispensers and our vehicles.
- Daily meals will continue to be served on the verandah of the main house/restaurant, and we have increased spacing between the dining room tables for your comfort. If you choose, we are happy to offer in-cottage dining service.
- Hand sanitizers are located throughout the property and additional hand sanitizer is available for guests to refill their personal bottles.
- A purified water dispenser is available in the main house for you to replenish your water bottles, and our bar service is available via Whatsapp.
- In accordance with Belize law, masks are required in all public areas. Hickatee Cottages is a private property; however, our staff will always maintain distance and wear a mask when serving you. Public area mask wearing exceptions include while eating/drinking at the restaurant dining table and while at the splash pool.
- Hickatee Cottages partners with Gold Standard approved tour operators who uphold the highest safety standards. We are happy to assist you with tour arrangements in person or via Whatsapp.
- Because we understand the uncertainty in travel, Hickatee Cottages has a flexible cancellation policy for the period December 1, 2020 through June 30, 2021. No deposit required, US\$100 cancellation fee if cancelled within 14 days of arrival.
- We have implemented a COVID-19 suspected case plan for handling such situations, which includes communications with the appropriate authorities, extended cleaning and disinfecting protocols and contact tracing to maximize everyone’s safety.
- If the Ministry of Health requires any of your party to go into a 14-day COVID-quarantine, all expenses associated with the quarantine will be the responsibility of the guest and not that of Hickatee Cottages.

While we are providing more social distancing protocols, every guest is special to us and we are focused on ensuring you have a comfortable, pleasant, and safe stay.

Thank you for choosing Hickatee Cottages, and we look forward to meeting you! Should you have any questions, please let us know.

Warm Regards,



Hickatee Cottages Owner