



Dear Jungle Dome guest,

Because of the on-going pandemic, the health, safety and wellbeing of our guests and staff is more important than ever; and so we are happy to announce that the Belize Jungle Dome has achieved the Gold Standard Certification, which means that we are now fully set-up and trained in the safe welcoming of international travellers to Belize. Simone Hunt is the Gold Standard Manager, responsible for the execution of the government's guidelines and on-going oversight. Simone has attended fifteen hours of BTB webinar training sessions on these new protocols and guidelines and has given workshops on those protocols to all the Jungle Dome staff. Simone's husband, Andy Hunt, is the alternate Gold Standard Manager.

Some of the changes at the Belize Jungle Dome:

- Before arrival, we will send you a recorded video-welcome and guided tour of your room. This does not mean that we won't come and greet you in person, but we will avoid entering your room and will adhere to social distancing practices at all times.
- Before arrival, we will connect you to Simone (the Jungle Dome owner and now Gold Standard manager) by either Whatsapp or Messenger so there can be an ease of communication and all your questions/requests can be dealt with as soon as they arise throughout your stay.
- Your room will be fully sanitized before your arrival. The cleaning of the room during your stay will be by request only. There will be an additional sanitizing spray bottle in your room for personal use. Whatsapp can be used for specific house-keeping requests.
- Your meals will be served outside your room on your private deck or seating area. Our regular poolside dining area can still be used by request with added space between dining tables and/or for use of larger groups travelling together.
- Your mini-bar will be stocked with water, soft drinks, beers and stouts and additional drinks or refills can be ordered via Whatsapp.

- Your personalized check-in and check-out will be done outside at your private seating area with the option of contactless payment via Paypal.
- Masks have to be worn (in accordance with Belizean law) in all public areas. Our staff will also be wearing masks and social distancing protocols will be followed by us all. Exceptions to mask wearing: in and around the swimming pool (though we request that you socially distance from other guests and/or staff), on certain high-intensity tours, while snorkeling (etc) and while sitting down to eat or drink. Please note that wearing a mask in public is law in Belize. It is not optional.
- We will offer daily health and temperature checks for guests and employees.
- Hand antiseptic stations will be provided around the property, next to an additional sanitation station at the lodge's entrance.
- Cleaning and disinfecting will be happening throughout the day, especially of high-touch surfaces, kitchen, vehicles, bathrooms and sanitation stations.
- Hand wipes and sanitizers will be available in all our vehicles.
- We have designated quarantine rooms for suspected COVID-19 cases and an action plan for handling suspected employees or guests.
- In the event that any of your party has to go into a 14-day COVID-quarantine, all expenses will be the responsibility of the guest in question and not that of the Belize Jungle Dome.

We commit to maintaining the friendly and casual atmosphere that the Belize Jungle Dome has become known for over the years. Nothing, not even a pandemic, will stop us from enjoying our time with our guests. We just make sure that, whatever we do, we do so safely. And, of course, we are happy to provide everyone with as much privacy as they want.

#### Updated Deposit Policy

- To confirm your reservation, a deposit of 10% is required at the time of booking, with full payment to be received 30 days before arrival.

#### Covid 19 Cancellation Policy on reservations made from October 1st, 2020 (includes stays up to July 1st, 2021)

- If your trip gets cancelled — for any reason — we guarantee a FULL 100% CREDIT towards future travel dates, valid for up to 2 years from the original date of travel.
- We will not charge you any additional fees, even if your vacation has to be rescheduled repeatedly.
- We will not charge you additional fees if our lodge prices have increased from those at your original time of booking (with exception of the periods of Christmas, Easter and spring break)
- Standard-rate vacations transferred to these highest-rated travel periods (Christmas, Easter or spring break) will be charged the difference.

- As always, we are happy to accommodate any changes of tours in our guest's itineraries and will settle the difference between tours booked and tours taken at the time of check-out. Our lodge prides itself in its flexibility and personal service, something we are committed to continuing.
- The Belize Jungle Dome is not responsible for any fees or vacations which the client decides not to use or transfer.
- Trip Cancellation Insurance can be purchased within seven days of confirmation of booking. The Belize Jungle Dome does not offer this. One recommended insurance company is Travel Guard ([www.travelguard.com](http://www.travelguard.com))

These cancellation/transfer policies are for the Belize Jungle Dome only. For those staying at an additional (beach) property during their time in Belize, please visit that resort's website to check their personal Covid-19 cancellation policy as it may differ from ours.

In case of non-compliance with airline, airport or immigration authorities (and where travel or entry into Belize is therefore denied) refunds will not be extended. Belize Jungle Dome reserves the right to review the arrangements and decide on any action on a case by case basis. Rebooking in these situations will incur additional charges and fees.

#### Belize Travel/Entry Requirements:

- Travellers to Belize must possess a passport that is still valid for 6 months after the date of arrival.
- Parents travelling with children under the age of 18 need to have the proper documentation for them which includes a valid passport and a letter of parental consent; children travelling with one blood parent do require a notarized letter from the other parent indicating travel consent and authorization.
- When children are travelling with adults other than their parents (especially important for student groups) then a notarized letter of authorization needs to be signed by both parents.
- Adopted children travelling with both parents must hold custody papers if the child's name is different from those of the adopting parents.

#### 1. Before your Belize vacation:

- Register on Belize Health App. This Belize Health App is required to enter Belize and is available in the Apple App Store. Have an Android device? Then download the app here: <https://sib.org.bz/downloads/com.gob.travelhealth.apk> (until the app becomes available on Google Play) You can download the app at any time, but only enter your personal information within 72 hours of your arrival in Belize. **DO NOT REGISTER BEFORE 72 HOURS OR YOUR SUBMISSION WILL EXPIRE.** Once registered, you will receive your unique ID that will allow you to travel within the tourism safe corridor.
- Fill in and submit the visitor application and view the visitor classification and entry requirements.

- Take COVID-19 PCR test within 72 hours of travel. All passengers without proof of a negative PCR test will have to undergo mandatory rapid test once in Belize. The rapid test is at a cost to the visitor at the cost of USD \$50. Please note that the rapid test can show up as positive even if you had Covid-19 in the past and are now negative. For those who have been COVID-19 positive before, please bring your old test results with you! Better still, get the PCR test within 72 hours of travelling and get a clear negative result.

# 1 BEFORE YOU TRAVEL TO BELIZE

1. Book travel to Belize using approved Gold Standard accommodations.
2. Download the Belize Health App and complete required information within 72 hours of your flight to Belize. Traveller will be given a unique ID when completed.
3. Take a covid-19- PCR test within 72 hours of travel
4. Follow all protocols of airlines and airport in originating city.



REGISTER BEFORE TRAVEL  
belize HEALTH APP



WEAR YOUR MASK AT ALL TIMES throughout airports



SANITIZE OFTEN



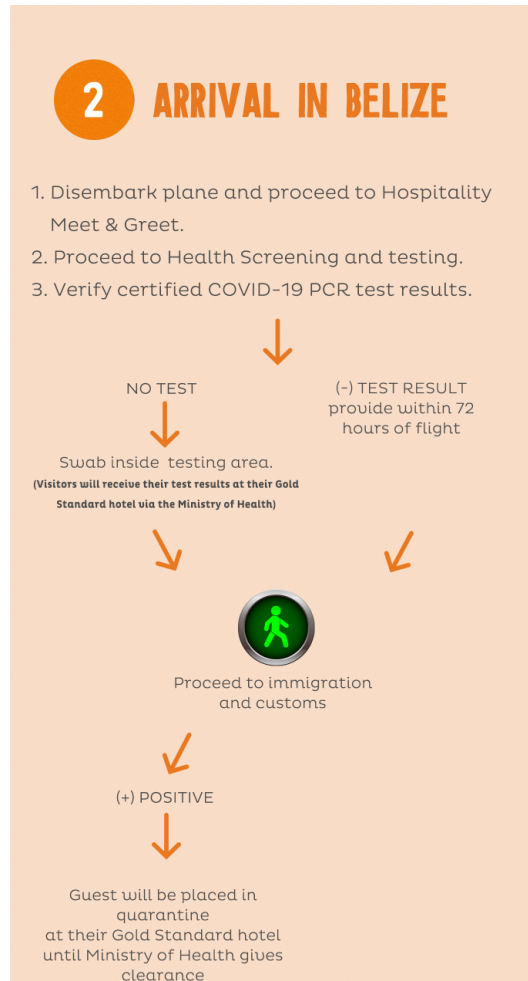
PLEASE STAY 6 FEET APART

MAINTAIN SOCIAL DISTANCE

## 2. When you arrive:

- Disembark plane and proceed to health screening
- Those with negative PCR-tests can follow the 'fast'-track (we can not actually guarantee that your entry in Belize will be fast) and Belize customs can still do spot checks of certain travellers with negative PCR-tests for additional rapid testing based on their health screening
- Sanitize shoes and pass thermal imaging cameras. Temperature must be less than 100 degrees Fahrenheit (37.77 Celsius) to proceed.
- Verify information on the Belize Health app.
- You will receive a bracelet that allows you to travel within the tourism safe corridor.

- Verify certified COVID-19 PCR test results. If your test is positive, health officials will isolate you and you will have to be quarantined at the Belize Jungle Dome or other Gold Star approved facility for a minimum of 14 days. If this is a longer stay than you originally booked with us then this will be at your own expense.

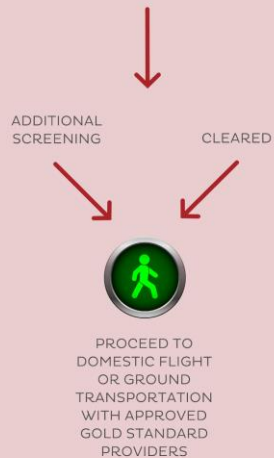


Immigration and Customs:

- Immigration check. Maintain 6ft social distancing.
- Proceed to baggage claim
- Proceed to customs and place bags on luggage scanners
- Once you clear customs, you will be greeted by our driver holding up a sign with your name.

### 3 IMMIGRATION & CUSTOMS

1. Immigration check. Maintain 6 ft. social distancing.
2. Guest proceeds to baggage claim.
3. Guest proceeds to customs. Place bags on luggage scanners.



#### During your Belize vacation:

- Arrive at the Belize Jungle Dome, your Gold Standard Approved hotel.
- Belize Health app will check in daily (by Unique ID)
- While Belize is in phase 3 of re-opening, you will not yet be allowed to explore Belize without a Gold Standard approved tour operator/driver. As soon as we get to phase 4 of re-opening you can explore on your own again (check BTB updates and/or contact us at the Belize Jungle Dome for re-opening status.) Phase 4 is currently scheduled for January of 2021. Until then, yours can be organized by the Belize Jungle Dome or with Gold Standard Tour Companies.

## 4 YOUR STAY IN BELIZE

1. Arrival at Gold Standard hotel within the Tourism Safe Corridor.
2. Belize health app will check in daily (by Unique ID).



ALL SOCIAL DISTANCING PROTOCOLS APPLY FOR DEPARTURE FROM BZE AIRPORT

Stay tuned for updates. COVID-19 creates an ever-changing environment for us all and rules and regulations will evolve over time. We aim to stay in clear communication with you and will try to make your upcoming stay with us as relaxing and fun as Jungle Dome vacations have always been, while maintaining the government's mandated guidelines. We are looking forward to welcoming you to our little piece of paradise so that the stresses of these recent times can just melt away. Until then, stay safe and best wishes from all your friends here at the Belize Jungle Dome.