



## Pre-trip Information 2022

### Overview:

As one of Belize's **Gold Standard Resorts**, Turneffe Flats has been able to operate safely throughout the Covid era. Over the past 20 months, all guests and staff members have been vaccinated, which has allowed us a remarkably risk-free vacation experience for our guests with no serious Covid-19 issues. We continue to modify our Covid-19 protocols with common sense measures encompassing all aspects of our operation.

Our outdoor, poolside bar offers more space to enjoy evening cocktails with adequate social distancing. All meals are plated and your evening meal can be enjoyed in our air-conditioned dining room, or if you prefer, on our outdoor patio. Turneffe Flats continues to offer top-quality service while providing the safety that our guests require.

**VACCINATIONS** have been required for all Turneffe Flats guests over the past 20 months. As a result, none of our guests nor staff members have become seriously ill with Covid-19. With the evolution of Covid-19, we are pleased to now welcome unvaccinated guests. Please contact us if you have questions.

### Travel Requirements

1. As of July 14, 2022, **all Covid-related travel restrictions for Belize have been lifted.**
2. The **Belize Health App**, which was previously required for entry to Belize, is **no longer required.**
3. Belize **no longer requires a Covid-19 test for entering the country, nor do they require proof of vaccination.**
4. Belize **no longer requires Travel Insurance** for all incoming travelers although we strongly recommend that all guests purchase travel insurance.
5. Testing Requirement for **returning to the US:** A negative Covid-19 test **is no longer required** for US Citizens to enter the United States. Non US citizens must, however, present proof of being fully vaccinated against Covid-19 to enter the United States.

**Travel: DO NOT FORGET YOUR PASSPORT.** A valid passport is required to enter Belize. We recommend that you carry a change of clothing and your necessary personal items such as

medications in your carry-on bag. Although we have not had a substantial problem with lost luggage, this can help prevent some major headaches.

**Arrival at BZE:** Your flight must arrive **no later than 3:30 p.m.** After clearing Immigration, gathering baggage, and exiting through Customs, a Turneffe Flats representative will meet you curbside and you will be transferred by van to the Radisson Hotel Marina. Upon arrival at the Radisson, you will be notified of the boat's anticipated departure time, which varies a bit according to guest arrivals. A restaurant/bar is available at the Radisson for a beverage while you wait to depart.

If your arrival flight is delayed and you miss our transfer boat, you may need to stay in Belize City Saturday night. If your travel plans are interrupted, please contact Turneffe Flats at 623-742-3920 or on our local number, 671-9022. Your stay in Belize City and a charter boat, if needed, will be arranged by Turneffe Flats; however, the cost of meals and lodging, and/or the private charter in Belize City are not covered in your Turneffe Flats package.

**Boat Trip to Turneffe:** The boat trip to Turneffe Flats takes approximately 90 minutes. You will travel through several offshore cayes, the Barrier Reef, across open ocean and then through the interior lagoon of Turneffe Atoll to Turneffe Flats. All transfer boats will have been thoroughly disinfected and all staff members checked for symptoms or fever prior to boarding.

**Cleaning and Disinfection Protocols:** Per the Belize Tourism Board's Gold Standard Certification, Turneffe Flats has instituted comprehensive cleaning and safety protocols at all levels of our operation. These standards apply to all vehicles and boats as well as all guest areas. Our staff have been thoroughly trained in safety and disinfection procedures and appropriate policies are in place.

**COVID Policies:** In Belize, masks are now optional. Our staff prefers to wear masks most of the time.

**Meals:** We pride ourselves in providing quality dining complete with fresh fruits, local meats & seafood and fresh baked goods. To allow adequate social distancing, you may choose to dine in our main lodge, or outside on the veranda. Our all-new menu is a tasty combination of Belizean and American dishes, with an emphasis on Caribbean flavors. You will have a daily option to return for lunch or take a packed lunch. Appetizers and cocktails begin at 6:00. Dinner, at 7:00 pm, is the big meal of the day.

**Dress:** Dress at the lodge is casual and there is no need for formal clothing.

**Main Lodge:** The social center for Turneffe Flats is our centrally air-conditioned main lodge, which includes our dining area and bar. The large, breezy front veranda is a wonderful place to relax and enjoy the evening, and we have added an outdoor, poolside bar to help you enjoy this area as well.

**Outdoor Bar:** We have added an outdoor bar adjacent to the swimming pool for social distancing purposes. The poolside bar will be open from mid-afternoon to dinner time.

**Guest Rooms:** Our accommodations include eight cabanas located on the beach plus three larger villas. Our Beach Cabanas have a panoramic view of the Caribbean and Turneffe Atoll reef. Our Reef Villa is located on the beach with a wonderful view of the reef. The Garden Villa is a deluxe accommodation set back 50 yards from the beach but a fantastic view as well. Our new Pelican Villa is located on the beach with a wonderful view of the reef and Pelican Caye. The Pelican Villa offers two rooms and a living room area which can be reserved as a two-bedroom villa or a 1-bedroom suite plus a stand-alone bedroom and bath. All rooms are air-conditioned and have private bathrooms. Most are furnished with two queen sized beds; however, the Pelican Villa has one room with a king-sized bed and the other has a Queen bed and single bed.

**Power:** Turneffe Flats is operated primarily with solar power with diesel generators used during peak load periods and for backup. All power is 110V/220V AC. Generators are not within hearing distance of guest rooms.

**Water:** Water is primarily supplied by rainwater collection and desalinization. Our fresh water supply can be somewhat limited during drier periods of the year, and we ask that guests conserve water whenever possible. As hot water is provided by solar collectors, water is likely to be warmer in the evening than in the early morning.

**Internet Access:** We do have wireless internet access in our Main Lodge and in some of the nearer cabins, as well as the villas. This service provides email and internet usage; however, our satellite-based bandwidth is somewhat limited and we are not able to support VOIP protocols, streaming video, or other applications that require large amounts of bandwidth.

**Bar:** Our bars are well stocked with scotch, bourbon, gin, rum, vodka, tequila, vermouth and several liqueurs. In addition, we have red and white wine as well as local Belikin beer. Liquor, beer and drink setups are not included in your package price. Individual tabs are kept, and you can check on your tab at any time during your stay.

We have recently added an outdoor, poolside bar allowing guests better opportunities to enjoy an evening drink while spreading out on our large veranda.

**Lodge Expenses:** At the end of your stay, you may pay your tab with cash or credit card – Turneffe Flats accepts VISA, AMEX, MasterCard. Tips are best paid with cash but if you wish to use your credit card, a 3% charge will be levied on that portion of your tab. Also, please remember we have a limited amount of change available at the resort.

**Tips:** As we are often asked about customary tipping practices, we offer the following suggestions for your convenience. Tips should be paid in cash as the resort has a limited amount of change and we suggest that all tipping be done at the end of your visit. Gratuities are earned and entirely at your discretion. Suggestions below are in US dollars.

- Fishing Guides: \$50-\$100 per skiff per day. For a shared boat this is \$25-\$50 per angler per day. For a private boat and guide, the tip can be adjusted accordingly
- Dive Staff: \$20-\$40 per diver per day. This amount covers the Dive Master, Boat Captain, Dive Assistants and those filling tanks.
- Atoll Adventure Guides: \$20-\$40 per guest per day.
- Lodge Staff: \$100-\$200 per guest per week. This covers the kitchen, waitresses, housekeeping, bar and maintenance staff as well as baggage handlers.

**Emergencies:** If you have an emergency, please call our Reservations Office at 888-512-8812. The local phone number on the island is 011-501-280-9022, but it may be difficult to contact the island directly after 5:00 pm. The direct US line to Belize is 623-742-3920

Global Rescue provides unparalleled emergency medical services and conducts medical evacuations from the point of illness or injury back to your home country and hospital of choice. In addition, a Global Rescue membership also includes 24/7 access to critical care paramedics, and in-house physicians backed by specialists from Johns Hopkins Hospital System. Before traveling to Turneffe Flats, we recommend you consider a Global Rescue membership. If you have questions or would like to sign up please visit [www.globalrescue.com/turneffeflats](http://www.globalrescue.com/turneffeflats), or call Global Rescue at +1-617-459-4200.

**Departure from Turneffe Flats:** After a light breakfast on Saturday, you will leave Turneffe Flats at approximately 7:30 a.m. Upon arrival in Belize City, you will be transferred to the airport following all safety practices. We can accommodate any **departing flight scheduled at 11:00 a.m.** or later.