

BAHA MAR™

NASSAU, BAHAMAS

FREQUENTLY ASKED QUESTIONS



PREARRIVAL

What will open on December 17th when Baha Mar begins welcoming guests?

On December 17th, Baha Mar will begin a phased reopening. Guests can expect enhanced safety measures and reimagined guest experiences to accommodate social distancing throughout the property. Phase I will include the re-opening of Grand Hyatt Baha Mar, along with Baha Mar Casino, six pools and a mile of pristine white sand beach. Signature dining will include prime steakhouse Carna by Dario Cecchini, sushi and Japanese classics at Katsuya, seafood-inspired 3 Tides, pan-Asian noodle house Stix, elevated Italian dining at Fi'lia, family favorite Pizza Lab, as well as poolside dining. Additional offerings will include beachfront activities and amenities, ESPA flagship spa, Royal Blue Golf Course along with its Royal Blue Tavern, the Racquet Club, Explorers Kids Club, The Current Gallery and Art Center and Baha Mar's wildlife experiences including The Sanctuary, The Aviary and flamingo encounters.

What can I expect when traveling to The Bahamas?

The Government of The Bahamas requires visitors, returning citizens and residents to take a RT-PCR (swab) test no more than five days prior to their departure date to The Bahamas.

Travelers must also obtain a Bahamas Health Travel Visa prior to their departure. More details about the government's requirements can be found [here](#).

What are general COVID-19 related requirements in The Bahamas?

The government requires all citizens and visitors wear face coverings in public spaces and practice social distancing. Frequent hand washing and sanitizing is highly encouraged.

Should I prearrange transportation to the resort?

We strongly recommend prearranging airport transportation with Baha Mar's approved vendors via online reservation to ensure compliance with government mandated health and safety protocols [here](#).

Transportation cleanliness procedures

Baha Mar's fleet will be thoroughly cleaned before and after each use, focusing on touch points such as door handles, seats, and windows.

- All vehicles will be equipped with a hand sanitizer dispenser for guests to use.
- Bottled water will be provided for guests.
- Guests must wear face coverings.
- Guests will not be permitted in the front passenger seat.
- Drivers will wear a face mask and maintain proper social distancing at all times.

AT THE RESORT

What sanitary and safety measures will be in place at the resort?

Baha Mar has worked to safely reimagine the spectacular experiences our guests look forward to and expect. The Baha Mar Commitment to Wellbeing enhances hygiene and sanitization practices across all Baha Mar Resort brands, Baha Mar Casino, The Performing Arts & Convention Center and Melia Nassau Beach. These protocols exceed recommendations of The Centers for Disease Control (CDC) and go above and beyond Baha Mar's already rigorous standards. Guests can expect enhanced housekeeping and engineering, heightened food safety and digital ordering, touchless payments, and additional technology methods that allow for contactless interactions from the moment guests check in at Baha Mar. [Click here](#) to learn more about The Baha Mar Commitment to Wellbeing.

Are guests required to undergo testing upon arrival at Baha Mar?

Baha Mar requires guests over the age of ten to take a complimentary COVID-19 Rapid Antigen Test upon arrival in an effort to ensure the health and well-being of guests and associates during their stay.

What will this process look like?

We will utilize an area near the front desk where guests will receive a Rapid Antigen test conducted by personnel from Doctor's Hospital, the premier hospital in The Bahamas. The testing will take place in a semi-private, comfortable setting. Once the test is complete, guests will be directed to check-in.

What happens if a guest tests positive?

If a guest receives a positive rapid antigen test, Baha Mar will follow up with a RT PCR Test to verify the result, as required by the Ministry of Health's guidelines in The Bahamas. The individual will then be assessed by Baha Mar's first responders and EMTs on property that are trained to attend to COVID-19 patients.

Guests that test positive will quarantine in a designated area of the hotel. Individuals will not be permitted to enter public areas of the resort, but will receive room services as well as necessary medical assistance in line with The Bahamas' and Baha Mar's health and safety protocols.

Additionally, exposed areas will undergo extensive deep clean and sanitization procedures along with contact tracing of the individual within the resort.

Who will pay for quarantine?

By securing The Bahamas Health Travel Visa upon entering the country, all travelers are also purchasing travel insurance that will cover costs should they have to quarantine or require additional medical attention. For more information regarding the Bahamas Travel insurance coverage and details on medevac flights, please click [here](#).

Will non-hotel guests be allowed to visit the property?

Baha Mar welcomes non-hotel guests for lunch and dinner at its signature restaurants, golf at Royal Blue Golf Course, tennis at The Racquet Club, The Current, and in our retail venues. All non-hotel guests will be required to book reservations online for restaurants, golf, tennis, and The Current and obtain a negative Rapid Antigen test within 5 days of arriving at the resort. Valet services will be available at a cost of \$10, alternatively guests will be able to self-park at the main resort entrance.

What are protocols and guidelines in place for associates?

The health and safety of our associates and guests is of utmost importance and, therefore, all Baha Mar employees will undergo a COVID test before being able to return to work and, thereafter, will be tested on a weekly basis, along with daily temperature checks, mandatory mask wearing and frequent hand sanitizing to establish a safe and secure work environment. Baha Mar is continuously educating its associates with workplace safety seminars.

Will the casino reopen?

Yes, as the centerpiece of Baha Mar, Baha Mar Casino will reopen to registered resort guests on December 17th, bringing our dealers and casino teams back to the floor to allow for gaming 24-hours a day.

What are casino's cleanliness and safety procedures?

Casino areas will be frequently cleaned and disinfected, including table game areas, slot machines, electronic kiosks, and chairs. Cleaning protocols are also in place for the ongoing sanitation of all gaming equipment and devices. Dice will be sanitized between shooters; chips will be sanitized, and cards will be discarded frequently.

Slot machines and chairs are arranged to allow for appropriate distancing between players, and table games will have a limited number of chairs per table, as required by current guidelines. Limits are currently three players per blackjack table, six players per craps table, and three players per roulette table.

Players and dealers will be required to wear masks during their gaming interaction in order to ensure the health and safety of all involved.

Will smoking be allowed inside the building?

Smoking in the casino will be prohibited and masks must stay on between sips when drinking.

How will restaurants prepare?

The Baha Mar Resort meets all required regulatory food safety guidelines. Associates must undergo extensive training and secure a health certificate issued by the resort before serving guests. Restaurants will reduce the number of tables and increase the space within dining parties to accommodate for social distancing for indoor and outdoor dining.

Menus for events, buffets, bar, pool, and banquet presentations have been modified to reduce risk. Additional training for appropriate team members in food, beverage, pools, events, and banquets covers strict cleanliness, sanitation, food preparation techniques, PPE, and physical distancing awareness.

Which restaurants will be open and for which meals?

BREAKFAST

3 TIDES

3 Tides Fish House is an approachable yet sophisticated twist on the classic fish house, offering deliciously inventive takes on classic breakfast dishes every morning

Daily from 7am to 12pm

STARBUCKS (Grand Hyatt East location)

Get your coffee fix whenever you need it, at one of our two convenient on-property Starbucks locations

Daily from 6:30am – 7:30pm

PIZZA LAB

Enjoy sweet and savory breakfast for the whole family in a casual and friendly atmosphere at Pizza Lab. Breakfast will include all the classics, such as eggs, pancakes and waffles, as well as a specialty breakfast pizza.

Daily 7am – 11am

LUNCH

STIX

Expert chefs hand-pull traditional Chinese noodles at this lively spot adjacent to Baha Mar Casino. Beyond a wide range of satisfying noodle recipes infused with fresh Bahamian ingredients, Stix offers a selection of delectable dim sum and vegetable dishes to please any palate.

Daily 12:00pm – 11:00pm

DRIFT

This casual poolside bistro specializes in Pan-Latin American cuisine, from fish ceviche to empanadas, as well as local beers, and tropical cocktails. Lighter fare such as delicious sandwiches and salads, as well as a dedicated kid's menu with hot dogs, chicken nuggets, and grilled fish, make this a perfect place for lunch in the sun

Daily 11:00am – 5:00pm

OUT ISLAND

Celebrate Bahamian history in style at this open-air beachside bar that pays homage to the Nassau beach resort of the 1950s. Get into the retro-cool spirit with a large selection of frozen daiquiris, tropical mojitos, rum-based cocktails, and, of course, the ultimate classic Bahama Mama.

Daily 11:00am – 5:00pm

EL JEFE

You can't miss this hot pink, retro-style Airstream eatery right on the beach. Try hand-made sopas, topped with your choice of meat, or delicious nachos, fresh guacamole, and cold beers to sip in the warm Bahamian breeze.

11:00am – 5:00pm

DA' POKE BOWL

These fresh and healthy bowls are the ideal beach meal. Poke means "to slice or cut" in Hawaiian and refers to chunks of raw, marinated fish – usually tuna – which is then tossed over rice and topped with vegetables and umami-packed sauces.

December 18th-23rd
11:00am – 3:00pm

Beginning December 24th
11:00am – 5:00pm

PIZZA LAB

Pizza Lab specializes in authentic Chicago, Neapolitan and New York style pizzas, as well as fresh paninis, vibrant salads, house made pastas, refreshing gelatos and decadent desserts. This chic restaurant is situated in front of Baha Mar's Showlake fountains.

11:00am – 5pm

FI'LIA

Fi'lia features honest Italian food highlighting fresh ingredients from the wood grill and hearth, handmade breads and pasta. The restaurant celebrates a fresh and pure approach to food and drinks served in an unpretentious setting.

Beginning December 26th
12pm – 3pm

DINNER *Reservations are highly encouraged (Required for non-hotel guests)

CARNA

Prime cuts of the finest steaks sourced from the world's most prominent locales, and unrivaled quality of all-natural ingredients paired with an extensive wine list.

Daily 6pm – 11pm

For reservations, please click [here](#).

FI'LIA

Fi'lia features honest Italian food highlighting fresh ingredients from the wood grill and hearth, handmade breads and pasta. The restaurant celebrates a fresh and pure approach to food and drinks served in an unpretentious setting.

Daily 6pm – 11pm

For reservations, please click [here](#).

KATSUYA

Chef Uechi skillfully evolves Japanese sushi and robata classics with inspired dishes including Crispy Rice with Spicy Tuna, Yellowtail Sashimi with Jalapeno Miso-Marinated Black Cod in addition to Baha Mar exclusive Conch Salad and Conch-oyaki.

Daily 6pm – 11pm

For reservations, please click [here](#).

STIX

Expert chefs hand-pull traditional Chinese noodles at this lively spot adjacent to Baha Mar Casino. Beyond a wide range of satisfying noodle recipes infused with fresh Bahamian ingredients, Stix offers a selection of delectable dim sum and vegetable dishes to please any palate.

Daily 12:00pm – 11:00pm

PIZZA LAB

This chic restaurant specializes in authentic Chicago, Neapolitan and New York style pizza, as well as fresh paninis, vibrant salads, in house made pastas, refreshing gelatos and decadent desserts. Pizza Lab prides itself on offering fun and interactive mocktails for children as well as sophisticated cocktails for adults.

5:00pm – 12:00am

For reservations, please click [here](#).

Which Bars will be open?

Jazz Bar

A luxurious haven for music, food and cocktails, this elevated piano bar offers live jazz and craft cocktails. A sophisticated small-plate menu also features Caribbean lobster bruschetta, fresh crab cakes, and Bahamian-style petit fours. Live Music Nightly.

Daily 6:00pm to 12:00am

T2

Created by Tiger Woods and Justin Timberlake, T-Squared is a sophisticated bar and lounge offering innovative cocktails, wines, and champagnes. The open-air terrace creates an ideal setting for sampling a curated collection of cigars as you relax after a day in the sun.

Monday-Thursday & Sunday 4:00pm to 10:00pm

Friday & Saturday 4:00pm to 12:00pm

The Book

Monday – Thursday & Sunday 11 am – 12am

Friday and Saturday 11 am – 1 am

The Lynden

Gather in the gilded jewel box of this refined lounge, offering a selection of handpicked, top-shelf liquors and specialty drinks, an extensive wine list, fine champagne, and expertly-made craft cocktails.

Monday – Wednesday 11 am – 2am

Thursday – Sunday 11 am – 4am

Can I visit the Spa?

ESPA at Baha Mar will continue to ensure a comfortable and unforgettable experience. Presently, spa and gym access are exclusive to registered resort guests.

We have enhanced our health and safety protocols in accordance with the latest guidelines and with local government officials to ensure the safety of our guests. This includes temperature checks upon arrival, required face coverings, increased cleaning and sanitization protocols, and physical distancing measures. ESPA at Baha Mar has also selectively curated a selection of fortifying treatments to enhance one's immunity and overall wellbeing.

Please book your treatment [here](#).

Below are the changes made to our previous Spa Operations:

Hours of operation 9am – 6pm

Arrival Experience:

- Please arrive 15-30 minutes ahead of time. A temperature check and digital consultation form with additional health questions will be required upon arrival.
- Guests must arrive with their face masks on.
- We request that hotel guests shower in their hotel room prior to treatment.

Locker rooms/Relaxation/Facilities lounge:

- Guests must maintain their face masks while experiencing the common areas, masks may be removed whilst consuming refreshments.
- Relaxation lounge furniture will be carefully spaced to ensure social distancing.
- Wet areas will remain closed.
- Sauna will be available at limited capacity (mask may be removed upon entering and placed back on upon exiting)
- Complimentary bottled water and individually wrapped light snacks will be offered in the lounges.

Treatments and Treatment Rooms:

- Guests and therapists must maintain their face masks during the treatment.
- An additional 30 minutes will be added to each service to ensure added sanitation measures are adhered to.
- Therapists may be utilizing gloves during treatments.
- We will be offering a full-service menu including all massages, body treatments and nail services, inclusive ESPA Ultimate Lift & Firm Facial and ESPA Inner Beauty Facial (Please note steam and extraction will not be offered in the facial treatments).

What are the procedures at the gym?

- Upon arrival guests will be asked to register at ESPA.
- All guests will be required to wear masks except when actively working out in the designated marked zones.
- Capacity within the gym facility will be reduced to allow for social distancing and guests will be granted access on a first come, first-served basis.
- Guests are encouraged to disinfect the equipment before and after use.
- Baha Mar will provide antibacterial wipes, as well as towels, for your convenience.

Will Royal Blue Golf Course be open?

Tee times will be available daily from 8:00am to 1:30pm with 15-minute tee time intervals. All resort guests may make tee times by clicking [here](#).

Beginning Sunday, December 20, Royal Blue Golf Club is happy to welcome our BGF members and guests staying outside Baha Mar once again. In an effort to maintain a safe environment for all guests and associates, we require all visitors to Royal Blue Golf Club to present a negative COVID-19 RT-PCR or Rapid Antigen test taken within five (5) days of play and a tee time reservation.

Operations

The Golf Shop will be open daily from 7:00am – 3:00pm.

Tee Times Reservations will be available from 8:00am – 1:30pm.

Beverage Cart Service will be available while on course.

Procedures and Protocols for Guests at Royal Blue

- Upon arrival, a team member will greet you at Royal Blue's main gate to verify a current negative COVID-19 test result and a valid tee time reservation. (Advance tee times will be required.)
- For online booking and touchless payment, please click [here](#).
- Individual carts will be available for guests, unless from the same household.
- The Golf Shop will be open for check-in, limited to guests within the same foursome.
- Physical distancing of a minimum of 6 feet is required at all times and guests will be asked to wear a mask when at the clubhouse area and when in the vicinity of other guests or associates.
- Disinfectant stations will be available for guest use.
- Rental Clubs will be available and sanitized before and after each use.

On the Course

- Golf Carts will be sanitized before and after each use.
- Towel service will not be provided at this time.
- Please leave the flag stick in at all times.
- A foam insert has been placed in the cup to minimize touching of the flag stick and cup.
- Bunker rakes will be temporarily out of play. If in the sand, please smooth the affected area with your foot.

The Racquet Club

Hotel and non-hotel guests will be welcome to book lessons and reserve courts at The Racquet Club. A negative COVID-19 RT-PCR or Rapid Antigen test taken within five (5) days of play and a valid reservation will be required.

To book a tennis court or lesson, please click [here](#).

- Rental equipment will be sanitized before and after each use
- During lessons, the teacher will be the only one handling equipment

Will The Current Gallery and Arts Center be open?

Tuesday to Saturday 10am – 6pm

The Current Gallery and Art Center will welcome registered resort guests for gallery visits, offering indoor and outdoor art classes as well as artisan treasures at the shop. For non-registered guests, a negative COVID-19 RT-PCR or Rapid Antigen test taken within five (5) days and a valid reservation will be required.

A maximum of 16 guests will be allowed at any time. Online reservations to our cultural and creative experiences are highly encouraged. Please see our schedule [here](#).

Will we receive a list of recommended vendors?

Baha Mar will provide a list of preferred vendors for excursions and private charters that have committed to the safety protocols established by the resort. For your wellbeing, we strongly recommend that you work with our approved resources.

What type of excursions will be offered?

Balmoral Island excursions will exclusively open to Baha Mar guests, offering dolphin and stingray encounters along with snorkeling and kayaking activities. All island teams and vessel crews will be required to take weekly rapid tests according to Baha Mar's health and safety regulations.

Will motorized water sports be available?

Baha Mar will offer non-motorized water sports such as stand-up paddle boarding, kayaking, Hobie cats and snorkel gear. The operations of motorized water sports such as jet skis have been temporarily suspended due to government mandates.

Are private boat charters available for island tours and fishing excursions?

Private half- and full-day island and fishing charters will be available by reservation. All Baha Mar approved vendors will follow protocols of rapid testing, and heightened health and safety procedures according to the resort's standards. At this time, charters will not be permitted to visit islands outside of the New Providence vicinity due to government restrictions on inter-island travel.

Rose Island and Green Cay provide beautiful nearby beach and snorkeling escapes. Charter captains will not be permitted to visit beach bars and restaurants; therefore, all food and beverage provisioning should be made with our on-site partners.

What is Mini Blue?

Just in time for more outdoor fun, Mini Blue Mini Golf, will be added to the wide array of experiences at Baha Mar. This 18-hole putting green is adjacent to the tennis and basketball courts on the southeast (fountain side) of the resort.

Will The Explorers Club be open?

Registered resort guests will be able to enjoy The Explorers Club for kids. The club's capacity has been reduced and programming has been adjusted, increasing the number of outdoor experiences and reimagining activities through the lens of social distancing. These include:

- Sanctuary excursions
- Private family movie screenings
- Private family cooking classes
- Guests are encouraged to reserve a time at Baha Mar's Explorers Kids Club [here](#) in order to coordinate staggered arrival times for visiting explorers. Guests will be required to sign a waiver prior to visiting the Kids Club.

- Upon arrival, an associate will take each child’s temperature and sanitize hands prior to entering the club.
- While indoors, all staff and children will be required to wear face masks.
- All meals will be accommodated at the Explorers Club outdoor facility to allow for social distancing and alfresco dining.
- Children will be divided into small groups in order to maintain social distancing for children not traveling together.
- A professional cleaning service will sanitize all play areas before and after each session.

Is babysitting available?

Babysitting services can be arranged with 24-hours notice. Parents will be presented with the option to have the associate take a rapid antigen test prior to engaging with the child at an additional cost of \$20. Guests shall be required to sign a waiver and release prior to utilizing this service.

What retail outlets will be open at Baha Mar?

From iconic international brands to one-of-a-kind island finds, shopping at Baha Mar is an experience filled with discovery and delight. Please see an overview of all available retail outlets and opening hours [here](#).

Aqua

Daily 10:00am – 7:00pm

Lily Pulitzer

10am – 7pm

Tropic of Luxury

10am – 7pm

Hackett London

2pm – 11pm

Vilebrequin

Daily 10:00am – 7:00pm

Island Essentials

Daily 10:00am – 7:00pm

Island Essentials Beach

Daily 9:00am – 6:00pm

Cartier

Daily 2pm – 11pm

John Bull

Daily 2pm – 11pm

Breitling

Daily 2pm – 11pm

Bvlgari

Daily 2pm – 11pm

Rolex

Daily 2pm – 11pm

Tiffany & Co

Daily 2pm – 11pm

La Parfumerie

Daily 2pm – 11pm

Tory Burch

Daily 2pm – 11pm

Satchel & Co

Daily 2pm – 11pm

Sandy Shores

Daily 7am – 9 pm



FOR MORE INFORMATION

Your health and safety is our top priority. If you have specific questions about these procedures and protocols, please direct inquiries to our Resort Services team via email at info@bahamar.com