



THE JAMAICA WEDDING PROFESSIONALS ASSOCIATION

PROTOCOLS FOR OFF RESORT DESTINATION WEDDINGS

Purpose and Introduction

COVID-19 HEALTH & SAFETY PROTOCOLS

Purpose

This document outlines the operational protocols which must be adhered to as part of the Jamaican Tourism Industry's commitment to keep local communities and tourists safe from risks related to Covid-19 caused by the virus Sudden Acute Respiratory Syndrome Coronavirus 2 (SARS-COV-2). As medical research advances or the risk profile related to Covid-19 changes, protocols will be revised.

These protocols are designed to support consistent standards across the wedding industry and represent the joint requirements of the Ministry of Tourism (MoT), Ministry of Health & Wellness (MoHW), the Jamaica Tourist Board (JTB) and the Tourism Product Development Company Limited (TPDCo) in collaboration with the Jamaica Hotel & Tourist Association (JHTA) and with support from PricewaterhouseCoopers Tax & Advisory Services (PwC).

Owners and operators of off resort wedding venues and wedding industry professionals may, at their discretion, include additional protocols so long as the requirements laid out in this document are met.

TPDCo will monitor the stakeholders of the wedding industry for ongoing adherence to the established protocols.

Introduction

Safe and resilient tourism has consistently been a foundational element of Jamaica's tourism industry. Tourists and Jamaicans alike have high expectations for Jamaica as a top Caribbean destination wedding location. These protocols reflect the ongoing commitment to meeting these expectations. Specifically, they take into account the health, safety and well-being of tourists, employees and wedding industry



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professionals, seeking to reduce the risk of exposure to SARS-COV-2 while promoting amazing off resort destination weddings experiences.

We recognize that re-opening the tourism sector in a safe and controlled manner requires a phased approach. Based on the introduction of a Covid-19 Resilient Corridor established to include the coastline from Negril to Port Antonio which has trained businesses within the Corridor, who are now cleared for opening by TPDCo, we propose that this be widened to include off resort wedding venues that are used for weddings to serve the destination wedding clients that our community work with.

Goals and Objectives

The goal of the Ministry of Tourism's Covid-19 Health and Safety Protocols is to strengthen Jamaica's resilience to Covid-19 and safeguard all stakeholders within the tourism ecosystem including workers, communities and tourists.

The specific objectives include the following:

- Provide guidance to enable consistent protocols to plan and execute destination weddings safely.
- Support health and economic risk management across the wedding industry.
- Provide a framework to drive quality assurance of implemented protocols and regular monitoring.
- Maximize effective recovery by facilitating and improving the flow of information and coordination.
- Enhance and coordinate recovery intelligence gathering and information sharing capabilities.

Follow up requests:

We would like to have formal training for our wedding professional community by TPDCO and the Ministry of Health.

The proposed protocols are outlined below.



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PROTOCOLS FOR OFF-RESORT WEDDINGS

SCOPE

The scope of this document entails protocols as it relates to Off-Resort Destination Weddings.

RESPONSIBILITIES

Each operator in the wedding sector should adhere to the Ministry of Health and Wellness guidelines put forth to assist wedding professionals in managing their team for event executions.

Each operator in the wedding sector should adhere to the relevant areas of the Ministry of Tourism Health and Safety Protocols.

Each operator should develop, in collaboration with TPDCo and the Ministry of Health & Wellness, the following plans for the specific entity:

1. Emergency Plan
2. Physical Distancing Plan for all areas to include ceremony and reception.
3. Communication and Reporting Plan

Each operator should appoint a Safety Point Person (SPP) on staff to maintain protocols and execute an emergency plan if there is a breach.

Arrangements should be made to have a nurse and ambulance on standby should the need arise.

SUPPLIES

1. No contact hand-held thermometer (all entrances) to take the temperature of every person involved in the wedding including the staff
2. Face Masks to be given to all guests and staff – guests and staff are not allowed to use their own masks
3. Alcohol-based hand sanitizer (62% alcohol or above)



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4. Personal Protective Equipment (PPE) (face masks, face shields)
5. Spray disinfectant/wipes
6. Single use paper napkins or towels
7. Soap dispensers and/or hand sanitizing stations
8. Cleaning agents (including those with 62% alcohol or above)
9. Hands-free garbage cans
10. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
11. Indicators (flags, markers, stakes, cones etc.)
12. Signage for protocols, awareness regarding symptoms and MoHW contact information.

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

GENERAL PROTOCOLS

This section contains general protocols geared towards all dimensions of weddings.

Employee Well-being¹

- Provide transportation for employees from central points in the community to the worksite and back where feasible.
- Communicate with employees that reopening will likely be gradual.
- Take the temperature of each employee upon arrival for work. Those with an elevated temperature and/or visible symptoms should be documented and asked to return home and contact the Health Department for further guidance (1-888-ONE-LOVE (1-888-633-5683)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in.
- Encourage employees not to share space or items as best as possible. Should this be required, a sanitizing system should be in place, using alcohol-based sanitizing spray (62% alcohol or above).

¹ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.



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- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

Follow guidelines under Ministry of Tourism Health and Wellness Protocols for MICE.

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance/exit to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Erect hands-free sanitizers in all areas (bathrooms, bars and buffet) stations.
- Include signage in clear and visible areas throughout the property.
 - Maintain physical distancing
 - No touching, handshakes or hugs
 - Wear face masks at all times
 - Practice hand hygiene
 - Continue to wear

Note: Events should be held in a well-ventilated area.

Reporting

Follow guidelines under Ministry of Tourism Health and Wellness Protocols for MICE.



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Communications

- Make Jamaica Covid-19 safety protocols pamphlets available in hard copy or digital format to those who would like to see what is being done for health and safety. Share them in advance of arrival where possible.
- Erect signs at the entry points and key locations detailing the procedures which are in place and what customers can expect and how they can comply.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP.
- Remind employees to greet guests with warmth and friendliness.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Large print programs or menus will replace personalized, individual stationery on the reception tables if that is an element of the wedding.

SPECIFIC PROTOCOLS – WEDDING OPERATIONS

Documentation

- Develop a detailed event safety plan to be approved by TPDCo and the Ministry of Health & Wellness prior to finalizing a wedding day timeline (example attached for review).
- ALL off-resort locations must be licensed by the Jamaica Tourist Board and in possession of a Covid-19 Compliance Certificate.

Catering

- Follow guidelines under Ministry of Tourism Health and Wellness Protocols for Bars and Restaurants.
- Allow only fifteen (15) people to attend the buffet line at any one time.
- Place markers on the floor to mark required physical distancing space while in the waiting area.



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- Monitor and maintain guest activities to ensure adherence to the number of persons allowed at the buffet or bar.
- Discontinue self-service buffet.
- Buffet lines should be fully staffed to ensure that service is efficient and safe.
- Weddings with over fifty (50) guests should have two separate bars and buffet lines to separate guests and maintain adherence to social distancing protocols (where allowed).
- Serve refreshments in single use containers and provide water bottles per person. Discontinue self-service water stations.

Ceremony and Entertainment

- Ensure that the dance and entertainment area have sufficient spacing for physical distancing. Place floor markers where applicable.
- Post signage in area to remind guests to maintain physical distancing.
- Physical contact including handshaking, hugging, touching, or kissing people is not permitted.
- Each guest must have their own place card, menu, ceremony program, if printed.
- Eliminate sharing of pen for guest book signing.
- Dancing is not permitted, other than ceremonial dances between familiar parties (i.e., couple's first dance, dances with parents etc).²
- Eliminate bouquet toss and garter toss until it is considered safe to do so or as guided by the Ministry of Health and Wellness.
- Microphones must not be shared between individuals.
- Have officiant and DJs make announcements to tell people where to go next and any protocols set up for the event.
- Collaborate with tourism accommodations to utilize their protocol trained staff on their days off, where possible.
- Utilize live streaming for those who cannot attend based on local restrictions.

Guestrooms

Follow guidelines under Ministry of Tourism Health and Wellness Protocols for Accommodation.

² [Guidance for Weddings - COVID-19 \(gov.nj.ca\)](https://www.gov.nj.ca/guidance-for-weddings-covid-19)



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Guests Responsibility

- All guests must wear masks at all times except when eating and must adhere to all protocols.
- Guests staying in covid compliant institutions do not need testing as they would have been tested coming in, however, those guests staying on non-compliant properties would need to provide a 72 hours negative covid test result before being able to enter the wedding space.
- We will take the temperature of each guest upon arrival. Those with an elevated temperature and/or visible symptoms will be documented and moved into the designated isolation area created for screening by the Safety Point Person (SPP). The Ministry of Health & Wellness will be contacted immediately to begin the intake process if determined necessary by the SPP.

Equipment

Follow guidelines under Ministry of Tourism Health and Wellness Protocols for MICE.

Seating Arrangements

- Have a designated representative in place to monitor and maintain physical distancing.
- Monitor and ensure that there are only 14 people maximum in the bridal party and at the front for a ceremony. The rest of guests will be seated theatre styled observing physical distance requirements (6ft apart).
- Design seating plan to facilitate family “bubbles” as much as possible so that guests remain with who they travelled with or are in the same family unit.
- Seating arrangements during ceremonies should be designed for alternate rows between attendees. Consider arranging or marking seat/tables.
- Eliminate pre-setting tables (place and table setting).

Transportation

Follow guidelines under Ministry of Tourism Health and Wellness Protocols for Transportation.



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Vendors

- All vendors will be required to take a covid-19 test at least 72 hours prior to the wedding and have their negative test results available on the day of the wedding.
- All vendors must wear a mask and all other relevant protective gear during delivery and set-up of location.

Venue Preparation

- The new capacity of each event space should be based on physical distancing guidelines and the recommendation of approximately 36 sq. ft. per person/group per occupiable space or 70% capacity.
- Erect signage to communicate the allowable limit.
- Erect hand sanitizing stations at strategic locations throughout the venue.
- Place hands-free garbage cans at entrances and in strategic locations throughout the event.
- All tables and chairs should be sanitized before and after the event.
- Sanitize all stairways, door handles, handrails etc. continuously throughout the event.
- Require staff conducting activities to wear a disposable face mask.

Protocols in Action:

What to do if?

Question:

The capacity for the bar area is 5 people. If a group of 10 individuals approaches the bar to get drinks together, can they all remain in the area until they are served?

Answer:

No. Enforce the maximum capacity limit at the bar and ensure persons maintain a physical distance and assign a server to their table to take the rest of orders or direct them to the other bar that is set up for the reception.