



BVI LOVE

BRITISH VIRGIN ISLANDS

Awaits You!

BVI Tourism Industry Reopening Guide



GUIDE SUMMARY

The impact of COVID-19 has changed the world and the norm of everyday living. The hospitality industry is no exception. As we prepare for reopening to visitors on 1 December, we have to ensure that we are all ready to handle the increased risks. We must take all precautions necessary to remain safe, while we provide an exceptional luxury hospitality experience for our visitors.

In order for our tourism businesses to be approved to serve international visitors, the Government has three requirements:

- 1) All staff undergo Gold Seal COVID-19 Industry Training
- 2) All businesses pass the Gold Seal COVID-19 Environmental Health Inspection
- 3) All businesses, except Taxi and Villas, nominate a COVID-19 Officer to ensure they are following the Protocols and to liaise with Government on COVID-19 matters

In addition to the order, to ensure the health and safety of employees and guests, it is imperative that each business in hospitality be inspected and certified by the Environmental Health Division to be able to serve our visitors.

Finally, protocols specific to business sectors within the tourism industry have been developed to assist businesses and their staff in managing COVID-19 requirements and expectations.

TRAINING

The British Virgin Islands Tourist Board, the Environmental Health Division and H. Lavity Stoutt Community College (HLSCC) have collaborated to make it simpler to fulfil the Government of the Virgin Islands' mandated training requirements.

Training courses are divided into three categories:

- 1) Gold Seal COVID-19 Staff Training
- 2) Gold Seal Professional Training
- 3) Gold Seal COVID-19 Officer Training

TRAINING (CONT'D)

1. Gold Seal COVID-19 Staff Training- Two-hour Staff Training conducted by the BVI Tourist Board in conjunction with Aquila Center for Cruise Excellence, the exclusive training partner of the Florida Caribbean Cruise Association (FCCA)

- ✓ Required for persons working in the Tourism sector who interact with guests, including: the entire marine sector, those who host land activities, Taxi Operators, Tour Guides, Vendors, and Retail Workers.
- ✓ Training will include infection prevention; effective and excellent communication while wearing masks; encouraging guests' compliance; and managing difficult situations.
- ✓ Exemptions: Persons who have completed the Gold Seal Professional Training with HLSCC will not need to participate in this course as they would have already met the requirements.
- ✓ Complete the Gold Seal COVID-19 Staff Training Registration Form using this [LINK](#)
- ✓ A confirmation email will be sent to the person registered with training dates and times within 3 business days. Space is limited.
- ✓ For more information on the Gold Seal COVID-19 Industry Training, email the BVI Tourist Board at training@bvitourism.com or call 852-6020.

2. Gold Seal Professional Level Certification- A nine-hour training course (three hours over three days) that incorporates COVID-19 training and professional-level hospitality service training, conducted by the HLSCC Culinary and Hospitality Studies Department in conjunction with the American Hotel and Lodging Educational Institute.

- ✓ Required for front-line personnel across all hospitality industry sectors, specifically Front Desk Representatives, Guest-room Attendants, Restaurant Servers and Kitchen Cooks.

TRAINING (CONT'D)

- ✓ The Government of the Virgin Islands will sponsor the cost of this training course for the first 1000 persons registered.
- ✓ Further Gold Seal training courses for other areas in the Hospitality Sector will continue in 2021.
- ✓ Complete the Gold Seal Professional Level Certification Registration Form using this [LINK](#)
- ✓ A confirmation email will be sent to the person registered with training dates and times within 3 business days. Space is limited.
- ✓ For more information on the Gold Seal Professional Level Certification, email: HLSCC at kdavis@hlsc.edu.vg.

3. Gold Seal COVID-19 Officer Training-Training organised and conducted by Ministry of Health and Social Development, the Environmental Health Division and CARPHA in collaboration with BVI Tourist Board.

- ✓ Required specifically for those persons who will supervise the day to day compliance of COVID-19 protocols and act as liaison officers for their specific business for interacting with the Environmental Health Division, the Health Department and the BVI Tourist Board, specifically on COVID-19 matters.
- ✓ To see whether your tourism business is required to have a COVID-19 Officer, check the specific protocol for your sector.
- ✓ Standard COVID-19 training and instruction on relevant protocols specific to various sectors.
- ✓ Complete the Gold Seal COVID-19 Officer Training Registration Form using this [LINK](#)
- ✓ A confirmation email will be sent to the person registered with training dates and times within 3 business days. Space is limited.
- ✓ For more information on the Gold Seal COVID-19 Officer Training, email the BVI Tourist Board at training@bvitourism.com or call 852-6020.

FAQ'S

Q: Can I register all staff within my company on one form?

A: No, each person must complete a separate registration form.

Q: I'm a front-line worker, do I need to do both the Professional and COVID-19 Staff Trainings?

A: No, persons who have completed the Professional Level training would have received the COVID-19 Staff Training during their course.

Q: How much does each course cost?

A: The Gold Seal COVID-19 staff training is free to participants. After the first 1000 persons, the Gold Seal Professional Training will cost \$125.00 to each participant.

The Gold Seal COVID-19 Officer training is free to participants.

Q: Is it refundable?

A: The cost of the Gold Seal Professional Training is non-refundable, if you have paid for your training, but you can arrange with us to reschedule it for the next time it is held.

Q: After completing my certification, will it need to be renewed?

A: Renewal training is not required. We recommend refresher courses. In the future, you will be able to do other levels of training as they are offered.

Q: How will I know if I'm registered?

A: Your registration will be confirmed within 3 business days and will include training dates, times and locations.

Q: What if I cannot attend my training date?

A: Use the contact information on your confirmation to communicate regarding your training date. If you miss your assigned training, you will need to be reassigned a training date.

INSPECTIONS

To ensure the compliance of health and safety protocols, inspections will be required for ALL businesses serving the tourism sector. Inspections will be scheduled through the BVI Tourist Board and conducted by a team headed by the Environmental Health Division.

INSPECTIONS (CONT'D)

The Gold Seal inspection and certification **MUST** be passed and issued for all areas of your business to open in order to serve international visitors.

All businesses within the industry **MUST** register for inspection.

Please indicate the area for inspection that applies to your business.

Complete the Inspection Registration Form using this [LINK](#). A confirmation email will be sent to you in 3 business days to confirm your inspection appointment.

FAQ'S

Q: I have an Environmental Health Certificate to open my business, do I still need to be inspected?

A: You are required to register for your Gold Seal Certification. The final decision on whether you will need to be re-inspected will be made by the Environmental Health Division. You will be advised within 3 working days of your registration.

Q: Can I be inspected if my entire staff has not yet been Gold Seal Certified?

A: Yes, but you must have registered your staff for their training already. While inspections focus on how operations of the business mitigate the spread of the virus by observing health and safety protocols, it works in tandem with staff training.

Q: If I fail my inspection, can I open?

A: No, a failed inspection will require any infractions to be remedied. The Environmental Health team works closely with businesses to ensure that they can open as soon as possible.

Q: What happens if my business fails an unannounced inspection?

A: The business will be required to temporarily close until the proper standards are met.

PROTOCOLS

Click the link below for protocols for sectors within the industry.

[*Bareboat Protocols*](#)

[*Marina and Boatyard Protocols*](#)

[*Land Accommodation Sector Protocols*](#)

[*Land Activities Protocols*](#)

[*Villa Protocols*](#)

[*Restaurant Protocols*](#)

[*Retail Rental and General Office Protocols*](#)

[*Salons and Barbershops*](#)

[*Spa Protocols*](#)

[*Taxi and Shuttles Protocols*](#)

[*Crewed Mega Yachts protocols*](#)

[*Day Dive Vessel and Watersports protocols*](#)

OTHER RESOURCES

[*Finalized Improved Bar Guidance*](#)

[*Statutory Fines*](#)