



Standard Clean Program

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Saint Martin Vacances has reviewed and updated the operational procedures to ensure customers safety throughout their destination experience.

Our operation policies are aligned with 15 points cleaning process from the CDC, WHO, local governments and health authorities to ensure the protection of our employees, customers and the communities where Saint Martin Vacances operates.

To make it happen, Saint Martin Vacances has developed a standard safe and clean program that will be the standard applied to strengthen a safe environment for our clients and workers.

Our partners and suppliers are also applying sanitary measures and adapting to these standards to maintain the highest level of safety possible and to make you comfortable during your travel / stay.

Transfers and excursions

Before we do any transfers or excursions, our vehicles are cleaned and disinfected. We follow guidelines with 15 points cleaning process from the CDC, WHO, local governments and health authorities.

Exterior wash – All interior surface wiped – compartments checked and cleaned – odors removed

Cleaning process

1. Disinfect vehicle at return area
2. Drive to cleaning area, and perform vehicle condition and tire inspection
3. Inspect Interior
4. Remove trash and lost/found items



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5. Vacuum interior front seat area
6. Vacuum interior rear seat area
7. Vacuum trunk
8. Clean window interiors
9. Disinfect all key contact surfaces (steering wheel, consoles, door handles etc.)
10. Wiper fluid check and replenishment
11. Spray odor eliminator
12. Wash exterior of vehicle
13. Perform quality check
14. Stall vehicle, disinfect driver area
15. Place Gold Standard seal on vehicle (now in process – N/A for now)

Saint Martin Vacances is committed to getting travelers and passengers where they need to be safely and with confidence :

- We added alcohol-based hand sanitizers and we are now training employees to apply important hygiene steps.
- We are currently training staff and sustaining rigorous vehicle disinfecting process.

Other following guide lines for excursions and transfers :

- Mandatory face mask for excursion staff and drivers
- Social distance is requested during the excursion / transfers
- Frequent surfaces cleaning and sanitizing of all areas
- Hand sanitizer available for use during the excursion / transfers
- Social distancing “meet and greet”, waving instead of handshake
- Limiting occupancy to social distance passengers



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- Staff providing the 'Welcome Speech' will also include updated destinations protocols
- Drivers avoid unnecessary handling of luggage, except in must assist situations

Vehicle Exposure Guidelines

Vehicle disinfection guidelines vary upon the situation.

- If the used vehicle for excursions or transfers returns and any exposure to coronavirus is expected, we will keep the vehicle from being entered for seven days. After seven days, we will clean the vehicle using our normal cleaning process.
- If customer reports they have or believe they have the coronavirus we will apply the procedures recommended by the local government at that time

Social Distancing, Face-Covering, and other Guidelines at our main office

- All employees must maintain a social distance of at least 6 feet.
- Counter signage asking customers to adhere to social distancing and wear mask when needed
- Guidance to our employees for counter transactions (safely exchanging credit cards, identification, etc.)
- COVID19 updated information will be available through Saint Martin Vacances teammates
- Hand sanitizer available for use
- Meetings will be remote or online to avoid crowds
- Sanitization procedures will be implemented
- Employees are encouraged to limit their interaction with any third parties outside of work to minimize the risk of exposure
- Any staff who has been exposed to someone with COVID-19 or has any flu-like symptoms should refrain from working and contact his/her doctor as soon as possible.



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Thank you and we hope to see you soon in our wonderful destination !