

St. Maarten Accommodation Hurricane Manual

A. HOTEL'S DESIGNATED CONTACT PERSON

SHTA & STB will update its emergency contact list of property's manager and second in command. E-mail addresses, phone numbers and landlines will be collected from the identified contact persons for each property.

B. RADIO VHF

At the beginning of each hurricane season the association will test its radio system and establish which members have radios and order additional radios as required.

NOTE: Before the passage of the hurricane the designated VHF numbers of the STB Crisis Team will be disseminated via the TEATT HOTEL WHATSAPP GROUP

C. TEATT STB HOTELL WHATSAPP GROUP

SHTA & STB will confirm which members are included in the TEATT STB WhatsApp Group, as set up by the Secretary General of TEATT and the ESF 10 Coordinator. Government and/or EOC's updates will be communicated as such via the ESF 10 Coordinator, through said group.

NOTE: Communication protocol before the storm: after each update, a timer interval will be given as to when properties can expect the next update to be given.

D.COMMAND CENTER DEFINITIONS

- Operational – STB & SHTA | the physical location of the operational command center will be at the SHTA & STB Offices.
- Tactical – Emergency Support Function 10 (ESF 10) | the physical location of the tactical command center will be the SG's office
- Strategic – Emergency Operations Center (EOC)

96 HOURS BEFORE THE EVENT

Members will be updated via the **TEATT Hotel WhatsApp Group** if official updates are available, updates can consist of; system's probable track, current coordinates and any official statements from the Prime Minister or EOC. After an official update, an interval indication is given, as to when the next update will be given.

Other verified sources that will be disseminating said information is: EOC & The Metrological Office

Reminders will also be given that hotels must prep guest lists to be handed into the association and STB, once the SG has communicated this.

72 HOURS BEFORE THE EVENT

Hotels need to provide the SHTA & STB with the following information that will be collated and forwarded on to the ES 10 Coordinator, which will be relayed to the EOC.

- The number of hotel guests
- The nationality of hotel guests
- Medical problems, non-English speakers & other pertinent information
- Indicate **persons with disabilities**
- **Property assessment by owner / manager:** Can your guests be sheltered at your property for the duration of the approaching threat?
- Indication if whether sufficient food & water is on premise for guests
- Adequate staff on hand to secure the property

Hotels must send this information to **crisisteamsmx@gmail.com**, the association in collaboration with STB will do a round of callings for hotels that have not provided the above mentioned information by the end of the 72 hour mark.

A second contact should be given to STB's Crisis Team, as to who they are able to contact in the case that the main contact is busy.

In the scenario of a high-risk threat, evacuation notices will be officially announced by the Prime Minister & EOC, and disseminated through the **TEATT Hotel WhatsApp Group**. In the case of an evacuation notice, **hotels must arrange transportation for the guests to reach their designated port of exit.**

1. Inform your guests of the impending threat and tell them where you intend for them to be, during and after the storm. Outline your property's disaster plan and give them the option of leaving the island.
2. Should your guests wish to leave your property, hotels must arrange transportation for the guests to reach their designated port of exit. Arrangements can be made with the taxi association.
3. Inventorize your supplies to determine whether your property has enough water, food, flashlights, and first aid equipment. Should you have a generator, make sure that you top off your tanks with gas or diesel.
4. Inform your guests how meal service will be provided during and after the storm.
5. Begin securing your property.

In the case of incoming high-risk threats, the airport will initiate extra evacuation flights with the Headquarters of the airlines. If additional flights are scheduled in by the airline to evacuate their

passengers, the information will be relayed through e-mail to the **property's designated contact**, informing them of added flights for (ticketed) passengers.

ESF 10 will contact and verify if there are any cruise ships in the area whom have cancelled their trip.

48 HOURS BEFORE THE EVENT

Members will be updated via the **TEATT Hotel WhatsApp Group** if official updates are available,

STB's marketing department will prepare official press releases to have disseminated to representative firms and tour operators to update incoming guests.

In the case that the airport will be closing down for the incoming threat, incoming guests **NEED** to be e-mailed by the accommodation property informing them of any cancelled reservations / possibility of postponement, in order to mitigate confusion and anger.

NOTICE: Keep track of cancellations and early check-outs (aggregate cancelled nights) as this will be quantified in a combined assessment effort by the Ministry of TEATT (ETT, STAT & STB), COC, & SHTA to measure business interruption effects. The assessment will be conducted 2 weeks after the event.

At this juncture, the Ministry together with the various Hotels, should assess whether or not they are considered or deemed as unsafe or high risk area (e.g. prone to water damage and/or flooding) and should be evacuated. Hotels who have deemed their property as unsafe must communicate whether any of their guests are still on-island. These hotels should provide the corresponding provisioning for their guests that may have been relocated. The responsibility to provide and/or assist with basic provisioning remains with the respective hotel property.

36 HOURS BEFORE THE EVENT

Hotel Properties must identify who will be responsible at your property for your guests during the storm, that person should meet reassuringly with your guests and answer any concerns they may have and reiterate your property's disaster plan. Let them know how you would like them to prepare. Advise them that after the storm has passed, it may be a day or two before the airport opens, but that you will get them home as quickly as possible.

24- 12 HOURS BEFORE EVENT

All hotels at the 24-hour hurricane warning **must complete the following tasks.**

1. E- mail the association & STB at **crisisteamsgm@gmail.com**, or communicate via phone call,
 - a. The number of **CURRENT** hotel guests (24 hour mark)
 - b. The nationality of hotel guests
 - c. Medical problems, non-English speakers & other pertinent information. Indicate persons with disabilities.
 - d. The amount of rooms available and whether the property can shelter additional guests.

If information has not yet been provided, calls will be made to the hotels to collect the necessary information.

Where a hotel has agreed to accept additional guests from other properties, provisions must be made for immediate expansion of this list based on increased numbers...where possible; agreements should be established ahead of arrival as to the minimum and maximum numbers of additional guests that may be transferred.

The command center, together with Foreign Affairs, will communicate to airlines, the number of guests that will be on island after the storm. Arrangements for transportation will be made by the command center, based on collected pre-event numbers. The pre-event guest count will also be handed to the Police, to identify high-volume areas of sheltered guests.

Each hotel must be equipped with a mobile telephone, as it will serve as primary communication immediately before and after the storm. In the case of failed communication after the storm VHF radio will be used, channel numbers will be communicated before the storm via the **TEATT Whatsapp Hotel group**.

24 HOURS AFTER THE EVENT

Guests must be advised of curfews.

As soon as possible, after the storm has passed, make contact with the operational command center and give a property status report, via phone call, WhatsApp Message (**TEATT Hotel Group**), or VHF Radio (if available).

Provide details on any damages, any injuries to your guests, and if possible, when you estimate being able to take relief workers / operate normally, and if guests need to be transferred to another shelter spot. Tourists who are staying at properties will have first priority in being housed at less damaged hotels. Once mobilization of tourists to other properties has begun, the operational command center will inquire the need for additional basic supplies at properties, and assist in coordinating these accordingly.

ESF 10 and EOC, with the help of Foreign Affairs and SXM airport will initiate the coordination of repatriation flights.

48 HOURS AFTER THE EVENT

In the case of failed communication, and lack of communication alternative, a member of the association/ STB staff will visit your property for a visual assessment, and to be able to listen to any other inquiries that the property may have.

The operational command center will inform ESF 10 of the property damage status so that they will know where workers can be accommodated.

72 HOURS AFTER THE EVENT

Contact will be made with properties to get a status report on guests and supply prognosis, via phone call, WhatsApp Message (**TEATT Hotel Group**), or VHF Radio (if available).

POST STORM REPATRIATION TRANSPORTATION PROCESS

ESF 10 will coordinate and provide shuttle services from all hotels & resorts, to the airport when repatriation flights have begun. As regular commercial carriers become operational, the operational command center will communicate this information. If alternative air transportation has been arranged, this information will also be communicated to members, through the available communication channels (**TEATT Hotel Group, phone call, VHF Radio.**)

At the end of the day, visitors who failed to get on a flight will be shuttled back to the hotel of origin or their designated shelter.

POST STORM SHIPPING

Receipt of disaster relief items- information to be secured. Any requests for donations from regional and international entities will be forwarded to the EOC. ESF 7 & ESF 10 will coordinate the passage of relief items, in the case that properties/ shelters are in need.

Guidelines for employees:

General Managers must encourage their employees to avoid commenting to the media after the storm has passed. All employees should be aware of those individuals, other than the manager, designated to comment on behalf of the property, and how to contact them.

If approached for comment, employees should direct media to the designated spokesperson.

Stress the importance of communicating one message and the spokesperson being privy to the most updated message and property status.

Employees should politely let the individual know that you will locate the person who can answer all their questions.

POST – EVENT END OF REPATRIATION

Damage and business interruption assessments will take place in collaboration with Ministry of TEATT (ETT, STB, STAT), SHTA & COC. **Information on the following areas will be requested**, after most of the reparation has taken place, e.g. 2 weeks after the event.

- Property damage
- Number of damaged rooms
- Operational timelines
- Utilities prognosis
- Aggregate Nights of Early Check-outs (due to evacuation)
- Cancelled bookings (Aggregate Nights Cancelled)

Appendix 1

Generators & Water

At the beginning of each hurricane season, the hotel association will canvas with major hotels to establish which have generators, the extent of coverage, and the type of fuel required for operation. The association will ascertain which of its member properties produces its own water (at minimum standards) to service all in-house guests and what is the Production & Storage Capacity.

Security

Pre-Storm

Each hotel should establish parameters for property protection, if the property is evacuated. An administrative security perimeter should be established by management around all evacuated property. This process should be in place at the same time that electrical power is disconnected by the power company. The primary concern is to mitigate against unauthorized access to evacuated properties.

Post- Storm

The security perimeter around the property also should remain in effect until the curfew is completely lifted. Provisions should be made to confirm identities of all non-registered guests visiting the property.

Curfew Pass Procedures

The Governor will implement a curfew approximately 6 hours preceding the arrival of 34-knot winds. This curfew will remain in effect for the duration of the storm.

All clear

After the "all clear" is issued for emergency personnel, it is anticipated that the curfew will remain in effect until the Government establishes that they have met the minimum safety requirements for the population. During this period (6 hours before the storm, throughout the duration of the storm, and up to 6 - 12 hours after the passing of the storm) hotels should expect no movement of essential personnel.

Relaxed curfew

Depending on conditions, it should be expected that a curfew would remain in effect from sundown to sun-up, from approximately 6:00 pm to 6:00 am. The curfew will continue to be relaxed based on developing conditions.

Essential personnel

Each hotel in accordance with their operational needs and safety requirements shall define essential personnel as outlined under the curfew policy.

Shuttles

Each hotel will provide transportation to and from a predetermined pick up & drop off point for those essential personnel that must travel to and from work during the designated curfew hours. Each hotel will be responsible for providing the association with a listing of their transportation points at the beginning of each hurricane season.

Limited mobility passes

Each hotel will issue limited mobility passes to their staff, as necessary.

Full access passes

One Full Access Pass will be issued to the General Manager of each Hotel.

Check points

Please note that individuals with curfew passes may be stopped and required to present their pass and a photo ID.