

TRAVEL AND HOSPITALITY

How hotels are maintaining their properties while closed

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Kura Boutique Hotel, a Cayuga Collection property in Costa Rica. Image credit: Cayuga Collection

By LUXURY DAILY NEWS SERVICE

While the larger chains such as Marriott International, Four Seasons and Hilton have outlined measures to keep staff and guests safe on their properties as the COVID-19 pandemic continues, smaller hotels are also taking the downtime to make fixes.

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While not all are high-luxury grade, the hotels below in the Caribbean, Asia and the Americas give a hint of how they are preparing for when guests arrive after the lockdowns ease worldwide.

At [The Westin Cape Coral Resort at Marina Village](#), the waterfront resort within the prestigious Tarpon Point community, the renovation originally planned for a December 2021 completion is well underway and now slated for a December 2020 completion.

The model rooms are currently being expedited with contractors working every day in addition to caretakers overlooking landscaping, cleaning, and overall property maintenance.

The resort is also taking this time to move forward on Marriott technology initiatives including Mobile Key, which aids in limiting the interaction between hotel employees and guests.

The \$15 million renovation will unveil increased room inventory and a new design taking inspiration from the concept of biophilia, a belief that people have an innate need to connect with nature.

Natural materials locally sourced from Florida, soothing fluid patterns related to water and vibrant accents evoke a peaceful ambiance whilst complementing stunning waterfront views from each guestroom.

Cayuga Collection: "Given there's so much uncertainty in the industry right now with closed borders and airline routes, we have closed our hotels temporarily but kept on a really strong, experienced staff to ensure we can reopen the hotels and get them back up and running within days once we see that things are improving and travelers are confident in traveling again," said Hans Pfister, president and co-owner of the Cayuga Collection, a group of five-star sustainable luxury hotels in Costa Rica, Panama and Nicaragua.

"Our on-the-ground teams are working hard on maintenance to ensure the hotel's infrastructure is perfect, that the gardens are well-kept, and we are continuing to put a large emphasis on training to make sure that guest service is better than ever when we're finally able to get back to business," he said.

Bluefields Bay Villas: Family owned and operated, Bluefields Bay Villas is a collection of six all-inclusive luxury villas located on Jamaica's south coast, where the island's countryside meets the sea.

While the resort's doors are closed during this time, Washington, D.C. native Braxton Moncure and his family have forgone their salaries, committed to covering health insurance for all employees, providing a weekly \$2,000 stipend for any team members who are 55 years and older and offering complimentary lunch for those in need seven days a week.

To ensure the property is ready to welcome guests once the dust from COVID-19 settles, they have kept on staff that are on-site 24 hours a day to continue keeping the resort operational with a focus on property security, maintenance and training while the grounds are empty.

Exclusive Resorts: Elite private vacation club Exclusive Resorts is ensuring its residences are check-in ready as soon as it is safe to travel by retaining its on-site maintenance staff even though most homes are not occupied.

Despite many of The Club's properties being closed due to travel restrictions, Exclusive Resorts also chose to retain its on-the-ground concierge staff, which will help members pre-plan future travel as a bright light and a reminder that better times are just around the corner.

The Club is also coordinating with a number of destinations to increase patrolling and security measures, as well as using this slower period to inventory homes and work on maintenance projects that could not previously be addressed due to high occupancy.

The Roxbury at Stratton Falls: Despite **The Roxbury at Stratton Falls** not accepting reservations in an effort to reduce the spread of the virus, the owners are actively working to finish construction on one of its new bespoke tower cottage rooms, The Faerie Forest.

Featuring a generous sprinkle of pixie dust, The Faerie Forest will become the eighth whimsical tower cottage part of The Roxbury at Stratton Falls' collection.

Club Med: While resorts have temporarily suspended operations, **Club Med**, the pioneer of the all-inclusive concept, is working with resort operations teams to assess minor repairs and implement new hygiene protocols such as installing disinfecting disposable wipe dispensers for elevator buttons.

Following the anticipated reopening of resorts in Asia, each resort will follow the brand's new cleaning and disinfection protocols to meet standards prior to reopening.