



ECO LODGE RESORT

Doe Park
Lot 1, Plantation Philadelphia
Left Bank, Canje River, Berbice
Guyana

STANDARD OPERATING PROCEDURE

1. House Rules Doe Park
2. Regulations Sleeping Accommodations & Deposit
3. Zero Tolerance
4. Boat Trips Canje Creek
5. Booking Protocols
6. Food & Beverages
7. Activities
8. Housekeeping
9. Employee Protocols and Training

Correspondence Address:
Lot 5 Reliance Settlement,
East Canje Berbice
Guyana

Email address:
Telephone Number: +592 698 38 94 / +592 614 75 99
WhatsApp: +31 616 090 683



ECO LODGE RESORT

Doe Park
Lot 1, Plantation Philadelphia
Left Bank, Canje River, Berbice
Guyana

1. House Rules Doe Park

In the regulations below you will find the most important house rules that apply within our entire Eco Lodge Resort. When visiting Doe Park, our Sleeping Accommodations or restaurant, these house rules must be accepted and respected.

GENERAL RULES & SAFETY

- It is prohibited to take Resort property outside the building. In case of willfully damaging property of the hotel, one can be held liable for the repair and/or renewal costs.
- It is prohibited to consume, use, trade or carry narcotics. Laughing Gas Balloons to use in the room.
- It is prohibited to smoke at Doe Park with the exception of the designated smoking areas. If we find that smoking has taken place within other areas of Doe Park, there will be a fine of €50.00.
- In connection with your and our safety (and that of other guests), covering our fire detectors is absolutely prohibited. If we find this, a fine of €50.00 will follow. A
- Doe Park staff, related to house rules, must be followed
- In case of fire, keep calm. Report a fire to the telephone number provided to you next to the fire extinguisher, a fire extinguisher is available throughout the entire building.
- Leave the building immediately in the event of a fire.
- Lost and found items must be handed in at the reception.
- This resort/ lodge is not responsible for loss or theft of your belongings.

Correspondence Address:
Lot 5 Reliance Settlement,
East Canje Berbice
Guyana

Email address:
Telephone Number: +592 698 38 94 / +592 614 75 99
WhatsApp: +31 616 090 683



ECO LODGE RESORT

Doe Park
Lot 1, Plantation Philadelphia
Left Bank, Canje River, Berbice
Guyana

- The management, the owner of this location and/or persons working for the resort cannot be held liable for any injury and/or material or immaterial damage that visitors to the location may experience.
- Due to hygiene regulations, the room must be cleaned every day.
- In case you are removed from the resort lodge, we are not responsible for the consequences after the curfew has been imposed and we cannot be held responsible for any fines and/or other damages. We will also not be able to provide you with an explanation.
- Pets are not allowed at this facility
- Causing nuisance to another through loud music, obnoxious behavior, or noise of any kind.
- Consuming, using, trading, or carrying narcotics is prohibited.
- It is prohibited receiving visitors in the room to sublet or rent out your room to other persons
- In all cases not covered by these regulations, the management of the hotel will decide.

Our management wishes you a pleasant and safe stay

Correspondence Address:
Lot 5 Reliance Settlement,
East Canje Berbice
Guyana

Email address:
Telephone Number: +592 698 38 94 / +592 614 75 99
WhatsApp: +31 616 090 683



ECO LODGE RESORT

Doe Park
Lot 1, Plantation Philadelphia
Left Bank, Canje River, Berbice
Guyana

2. REGULATIONS SLEEPING ACCOMMODATIONS ROOMS & DEPOSIT

- Check-in is allowed from the age of 18. Minors must always be accompanied by a parent / legal representative (min. 25 years old). It is mandatory to present a valid ID. If the room is booked for 2 people, a valid ID must be presented by both guests
- Sleeping Accommodations: For overnight stays Doe Park will not exceed 15 pax.
- It is prohibited more people in the room than the number checked in and registered.
- Check-out for the sleeping accommodations room is no later than 11:00, after which we will check the room. Please note that checking the Room takes 5-10 minutes
- We ask for a deposit of Euro 50,00 for the room key to guarantee the room. This can be paid by prepayment, or credit card. We will return the deposit upon check-out, provided the sleeping accommodation (Room) is left in the correct condition and all house rules are observed.
- Unless stated otherwise in the descriptions. Children under the age of 12 are allowed, provided 1 adult (18 years or older) is present. Bringing children/babies is entirely at your own risk.
- Presenting a valid proof of identity (driver's license, ID or passport) is mandatory
- Using certain decorations in the room such as confetti is prohibited. You can inquire when making your reservation which decoration is or is not allowed
- It is not allowed to light candles/incense in the rooms .
- If you do not agree with our house policy, unfortunately we cannot proceed to issue a room key

Correspondence Address:
Lot 5 Reliance Settlement,
East Canje Berbice
Guyana

Email address:
Telephone Number: +592 698 38 94 / +592 614 75 99
WhatsApp: +31 616 090 683



ECO LODGE RESORT

Doe Park
Lot 1, Plantation Philadelphia
Left Bank, Canje River, Berbice
Guyana

3. Zero Tolerance:

Doe Park has a zero-tolerance policy. For all our guests, this means that if you do not comply with our house rules, no warning will be given, but you will be asked to leave the Resort immediately. This also means that no money will be returned and if you have paid a deposit, it will unfortunately be withheld.

4. Booking Protocols:

- 'No Show' will result in no reimbursement of your payment. If you didn't turn up on the day of your reservation you will automatically lose any payments you have done.
- Booking will be done online, email or via the telephone.
- Check-in is daily from 11.00 am - 14:00
- Cash Money will not be accepted at Doe Park, all booking and payment will be done before arrival at Doe Park
- Cancelling Reservations are possible. You will get a Reimbursement excluding administration fees. Reservations can be moved to another date without any extra costs.
- We have a registration obligation for all our guests. This means that all our guests must identify themselves with a valid proof of identity (ID, Passport, Driver's License).

5. Boat Trips Canje Creek

Boat Trips is possible on the basis of reservation of 8 persons and only possible for our guests. You can contact Doe Park online reservations for this. Alcohol is not allowed on boat trips.

6. Food & Beverage

Food and Beverages are available at Doe Park. Guest are kindly requested to reserve the time they wish to have their meals, online or via email at a time prior to your arrival. Our eating areas are professionally sanitized regularly throughout the day and our employees also take preventive measures with regard to hygiene.

Correspondence Address:
Lot 5 Reliance Settlement,
East Canje Berbice
Guyana

Email address:
Telephone Number: +592 698 38 94 / +592 614 75 99
WhatsApp: +31 616 090 683



ECO LODGE RESORT

Doe Park
Lot 1, Plantation Philadelphia
Left Bank, Canje River, Berbice
Guyana

9. Housekeeping Activities:

Doe Park will follow the Cleaning of Rooms, hygiene and sanitization protocols as related to Housekeeping services proceed to the list that will be done at the establishment as it relates housekeeping, routine cleaning and water disinfection.

- Cleaning of rooms: Rooms will be generally cleaned once daily. The surfaces of the bed and furniture will be cleaned with disinfecting detergents, floor will be cleaned with detergents suitable for the floor, bedsheet will be changed for clean ones, clean towels will be provided, windows will be opened for ventilation.
- Washrooms and Toilets: Every morning Washrooms and toilets will be generally cleaned. Toilets will be thoroughly cleaned and sanitized with disinfectant
- Our staff will sanitize high-touch surfaces, such as tables, chairs, Kitchen counters, doors, handles after cleaning daily and checked regularly. After the daily general cleaning, staff will sanitize the high touch surfaces two to three times daily.
- Cleaning and disinfection of wooden surfaces (such as wood play structures, benches, tables) or groundcovers (such as mulch and sand) are not recommended.
- Increased safety measures will be taken for food service, including expanded outdoor and in-room dining options.
- Our staff will clean and sanitize all surfaces before and after use.
- Our Staff will wipe and clean all food items and packets before storing away.
- Our staff will always clean kitchen utensils with warm soapy water.

Correspondence Address:
Lot 5 Reliance Settlement,
East Canje Berbice
Guyana

Email address:
Telephone Number: +592 698 38 94 / +592 614 75 99
WhatsApp: +31 616 090 683



ECO LODGE RESORT

Doe Park
Lot 1, Plantation Philadelphia
Left Bank, Canje River, Berbice
Guyana

Cleaning Agents :

- A list products recommended by the GTA will be used for cleaning and disinfection.
- Objects that are frequently touched, such as handles, handrails, switches, doorknobs and dispensers, will receive special attention. Cleaning staff will be instructed accordingly.
- When the use of bleach is not suitable, or potentially damaging to the surface other disinfectant product suitable for coronaviruses will be used. The cleaning staff will be thought how to monitor the bleach concentration when preparing the solution.

10. Employee Protocols and Training:

Training is important because it represents a good opportunity for employees to grow their knowledge base and improve their job skills to become more effective in the workplace. Training will be provided that is being done by the GTA or other reputable organization .

Correspondence Address:
Lot 5 Reliance Settlement,
East Canje Berbice
Guyana

Email address:
Telephone Number: +592 698 38 94 / +592 614 75 99
WhatsApp: +31 616 090 683