



# HYGIENE AND SAFETY PROTOCOL

COVID-19

## INTRODUCTION

To provide you with a safe and clean environment we have enforced the measures below and implemented the Ministry of Health and World Health Organization (WHO) guidelines on Covid-19 health & safety protocols.

### Staff

All our staff are sensitized on good safety and hygiene measures, tested of COVID-19 regularly, consistently updated & trained on the latest information shared regarding Covid-19.

### Points of Access to the Hotel

All entry points have mandatory sanitizing and temperature checks measures.

### Front Office

All surfaces are well sanitized by professional housekeepers, prior and after provision of service to a guest.

A non-contact IR thermometer is available at the front desk where all guests are checked before accessing the main reception.

A separate viricide disinfectant is available for guests to disinfect any object.

Approved sanitizers are openly placed for guests to freely use.

A manager is available 24 hours; any matters are promptly handled by the allocated Manager(s).

### GENERAL INFORMATION



WASH HANDS WITH SOAP AND WATER OR SANITIZER FOR AT LEAST 20 SEC




DRY HANDS WITH A DISPOSABLE TOWEL  
DON'T SHARE TOWELS



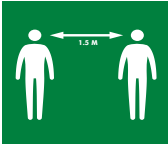
COVER COUGHS AND SNEEZES WITH A FLEXED ELBOW OR TISSUE, DISPOSE TISSUE



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



NO HANDSHAKE



KEEP A SAFE DISTANCE FROM OTHERS

## Accommodation

All guest rooms are thoroughly cleaned, all surfaces in the guest room, bathroom and balcony are sanitized.

Rooms are thoroughly cleaned and no guest can check in until 48 hours surpass.

## Restaurants

- Particular attention is paid to personal hygiene of the staff.
- All cutlery, crockery, kitchen equipment, working surfaces and the operational premises are disinfected with high-efficiency disinfectants.
- Tables are not set in advance, they are availed to the guest on arrival.
- Room service is free of charge in order to enhance comfort to our guests.
- A viricide disinfectant is placed and indicated by visible signage at all entry points, which can be freely used by our guests.
- After the guest leaves, tables and chairs are cleaned with disinfectants.
- Regular cleaning and disinfection of coffee machines, vending machines, dispensers and jugs are mandatory.
- Tables are set 2.5m from each other to allow guests 1.5m social distance.

## Meeting Rooms

- Daily cleaning of meeting venues is mandatory.
- Furniture is disinfected regularly with approved viricide disinfectants.
- Thorough disinfection of frequently touched surfaces is done.
- All guests must use the provide hand sanitizers before accessing any meeting venue.
- If a guest wants to perform additional disinfection on surfaces, a viricide disinfectant is available.
- During cleaning, every room is ventilated.

## Banquets & Events

- A mandatory direction of service is followed while observing the 1.5m social distance.
- Soup, Salads and Desserts are platted and served by our waiters.
- The coffee and drink vending machines are handled by our staff.
- The catering units are ventilated hourly.
- Regular cleaning and disinfecting of cutlery, crockery, coffee machines, vending machines, dispensers and jugs is mandatory.

## Laundry

Linen washing is carefully done where separate transport and storage of the used and clean linen is ensured. Thorough washing is done using verified disinfectants.

## Social Distancing

The Hotel has implemented Social Distancing of 1.5 meters in all restaurants and conference room set-ups.

Floor stickers have been placed to guide guests on the social distance rule.

## In House Clinic

The Hotel's Clinical Officers are well accustomed with the Covid-19 measures and outlined standard operating procedures as guided by the Ministry of Health. They are constantly guiding and training our staff accordingly.

## Emergency

All guests are required to dial the number '0' or '1' in case of emergency or reporting anything suspicious.

The Hotel is licensed by the Ministry of Health under the Public Health Act to operate during the Covid-19 Pandemic.

## Additional Measures

The Hotel pathways and all other guest areas are consistently cleaned with antibacterial detergents to enhance hygiene.

All Hotel vehicles are sanitized prior and after use by guests.



Your one stop shop

We care for you, stay safe.