



Cleaning products and protocols shall include disinfectants that meet MoHW and WHO requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens.

Public and communal areas - Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to;

Front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.

Guest Rooms - Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including;

Television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.

Room Recovery Protocol - In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting within MoHW guidelines.

Food and beverage service shall reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service shall be replaced with a no-contact delivery method. Traditional buffet service shall be limited, but when offered, it will be served by an attendant wearing personal protection equipment (PPE), and utensils will be washed and changed more frequently.

Minimal items to be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of pre-packaged foods and 'grab & go' items shall be the preferred method of food delivery.

Spas - Due to the close contact various spa therapy's involve, we have had to reduce our offering. We will continue to update this as additional guidelines on this activity are available.

Swimming pools - Chlorine levels in pools are kept between 1-3mg/l, with the pH between 6.8-7.4;

As we enter Spring, we will be opening our pools, however we will limit the number of people to allow social distancing;

Sunbathing chairs and areas will be routinely cleaned and disinfected;

Swimming towels are to be individually wrapped and placed in a laundry basket for cleaning after use.

CONTACT US

Mondays to Fridays
07h00 - 18h00

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