

# **Covid -19 Prevention plans at Water Garden**

## **Sigiriya – Sri Lanka**

Water Garden Sigiriya has always placed the highest emphasis on the safety and well being of our Guests and associates with very high standards of hygiene.

We take this opportunity to share with our Guests and Travel partners the additional safety measures adopted post covid-19 at our resort to ensure a safe stay for our valued guests.

We have enhanced our cleaning and hygiene standards with the following additional steps. They are broadly listed below. More detailed department specific steps are outlined later in this document.

We have followed the guidelines issued by the Sri Lanka Tourism Development Authority (S.L.T.D.A.) and incorporated the recommended items

- All touch points in public areas like door handles, counter tops, table-tops, railings, etc. are cleaned continuously using a sanitizer/disinfectant.
- These practices are also in place in guest rooms during the morning housekeeping service and at turndown in the evening.
- Protocols are in place for staff in the kitchens, restaurants, in-room dining, to sanitize their hands every time they serve food or touch food related items.
- Updated and detailed cleaning checklists, including the use of professionally identified chemicals and agents for all areas, including laundry, are being followed and monitored closely.
- All supplies and materials are sanitized before being admitted into the hotel premises.
- Correctly formulated hand sanitizers are in place in all guest rooms and at all public spaces and include the entrances, lobbies, corridors, wash room, etc.
- Our Guest luggage is disinfected before entering the hotel.
- Masks and disposable gloves are being worn by all team members at all times and changed frequently.
- Housekeeping staff use fresh gloves for every room they service.

- Restaurants and seating in the lobby have been reconfigured to ensure safe distances are maintained between guests.
- Temperature readings of resident guests and team members are taken.
- A guest check-in self-declaration form is in place which covers COVID-19 symptoms. Any guest who indicates these symptoms is required to undergo a medical examination prior to check-in.
- If any of the parameters for our guests or colleagues are not normal, a medical examination and medical assistance are provided immediately.
- Professional Doctors are on standby for medical attention should there be anyone needing a medical checkup.
- Detailed plans are in place in case of a positive COVID-19 diagnosis where a guest or an associate needs to be quarantined.

## **Why Water Garden Sigiriya**

- Availability of 30 large Villas spread out in a 38 Acre land area ensuring comfortable distancing. Each villa is 1282 sq. ft. average.
- Availability of 17 Villas with private plunge pools to ensure greater pool safety.
- Set Menu and a la carte dining ensures freshly prepared food comes from the cooking utensil to the plate and to your table safely (No Buffet service at Water Garden Sigiriya).
- Availability of an efficient distribution system for in villa dining. (Golf Buggies)
- Availability of large outdoor secluded areas to enjoy elements of nature in its glorious variety.
- Policy of serving only in house Guests enhances the safety of residents. (no nonresident guests are entertained).
- Air conditioning and hot water systems in villas are individual systems and not connected to other villas thus eliminating any threat of contamination of air or water.
- Large restaurant facility with air conditioned indoor area and a terraced outdoor area to ensure distancing.
- Large Bar with air conditioned indoor area and an open balcony area and a specious pool bar.
- Availability of many in house activities like bird watching trail, Croquet lawn, Pool table, Archery, boating in our lakes, cycling and nature walks with our in house Naturalist.
- Separate chauffeurs' accommodation located one KM outside minimizing any threat.
- Prior arrangements with medical practitioners in the area in case anyone needs medical attention.
- Resort operated by a set of dedicated staff who are resident in the facility thus minimizing the threat of virus spread through staff who travel daily.