



House of Waive looks forward to welcoming all our returning guests with our signature personalized service. In preparation for this, given the current exceptional situation, and to protect the health and safety of our staff and returning guests, we have instituted the following measures:

We have created a hygiene oversight committee consisting of in-house staff and external hygiene experts in food and water safety, hygiene and infection prevention, and hotel operations. The aim of the committee is to formulate and continually revise existing cleanliness standards, norms and behaviors for House of Waive to minimize risk and enhance safety for the hotel guests and the members of staff.

We are using the highest quality of disinfectants recommended by our hygiene experts to prevent and eliminate known pathogens. The hotel has revised its Food Safety Protocols, Hygiene and Housekeeping Standard Operating Procedures (SOPs) in accordance to set guidelines from our Ministry of Health and County Health Office and all staff have been trained on and understand the importance of these new measures. On arrival at the hotel in the next few months, guests will notice a number of additional measures designed to set a higher standard of cleanliness with the following specific areas of focus;



• **Hotel Care:** All persons entering the hotel are undergoing mandatory hand sanitization, body temperature check and must wear a face mask at all times before access is granted. You will also see more hand sanitizing stations around the hotel – near the entrances, front desk, public areas and meeting spaces.



• **Hotel Staff:** The hotel is providing an extra level of precaution for its staff by providing all hotel staff with face masks and gloves.



• **Public Areas:** The hotel has added to its already rigorous cleaning protocols, requiring that high touch surfaces are treated with alcohol-based disinfectants. Additionally, the hotel external environs are being sprayed twice a day.



• **Guest Rooms:** We have enhanced our cleaning procedures, requiring all rooms to be thoroughly cleaned with alcohol-based disinfectants. The hotel has also placed hygiene packs in each room for guests' personal use. Guest linen is washed in hot cycles of 70°C to eliminate pathogens.



• **Guest Contact:** To minimize transmission through person-to-person contact, we are limiting guest-staff contact and have signage in lobbies and all over the hotel to remind guests to observe at least 1.5 meters apart while in the hotel premises during interaction.



• **Hotel Dining:** Restaurant and Bar furniture has been re-arranged to allow the approved distancing space between tables and between seats as well. All our meals are served a-la-carte for sit-in dining and we also encourage our guests to take advantage of our Complimentary Room Service in the convenience of their rooms.



• **Express Check In:** All guests and agents are encouraged to provide the hotel with the required check in information before arrival to allow only for signature upon check-in which will be done in your room in our efforts to facilitate touchless service.



• **Food Safety:** Food handlers and supervisors are trained on safe food preparation and service practices. The hotel's food and beverage operations are conducting self-inspections using its food safety standard guidelines, and compliance is validated by independent audits by the County Health Services Department.



• **Declaration:** It is a requirement that all persons accessing the hotel **MUST** declare if they are experiencing Covid-19 / flu-like symptoms, they have been in contact with suspected persons or whether they have recently visited a country or area considered as an epicenter. All guests will be required to produce a Corona-free certificate before checking in into the hotel in line with the prevailing government regulations.

We do look forward to welcoming our guests and business partners soon and assure you that your health and safety is our highest priority as we extend to you our exemplary personalized service.