

XYZ[®]
HOTEL

YOUR
STAY
OUR
CARE





OUR HEALTH AND SAFETY COMMITMENT

We understand your need for safety and comfort.

We want to assure you that we are committed to delivering the utmost care to make your stay comfortable and with peace of mind.

Indeed, your stay in our care.

- Proper communication on health and safety measures and relevant property protocols will take place before arrival.
- Guest will be requested to fill out health and travel declaration forms based on local government regulations.
- Guests will be highly encouraged to check-in and express check-out.
- Contactless payment options will be available and highly encouraged.



OUR HEALTH & SAFETY COMMITMENT

ARRIVAL & DEPARTURE



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ARRIVAL & DEPARTURE

- Disinfect floor mats available at main entrance to clean and sanitise footwear.
- Signage and queue ropes serve as gentle reminders for our guest to maintain safe physical distance.



- Safety amenities including alcohol will be available at reception, critical areas and at other convenient locations in the hotel.
- As precautionary measure, face mask will be required to be worn and guest temperature will be recorded upon arrival.

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OUR HEART OF THE HOUSE PEERS

- All peers are required to wear face mask and are equipped with necessary personal protective equipments including gloves whenever possible.



- Colleagues practice safe physical distancing. Signage and markings installed heart of the house areas as further reinforcement.
- All peers trained/retrained on proper use of disposal protective equipment, personal health and hygiene, infection control and refined sanitation standards.

- Flexible sick leave policies and proper scheduling of activities and rotation of workforce are implemented accordingly to promote work-life balance.

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- Comprehensive familiarisation and trainings held for our peers, especially those in guest-facing roles, on COVID-19 specific safety and sanitation protocols developed in cooperation with our partner Diversey.
- Periodic meetings on health, safety and protection protocols are conducted to ensure safety both in peers and our guests.
- Enhanced cleaning and sanitation of all heart of the house areas is strictly mandated, with focus on a high-frequent and high-touch areas.
- Mandatory temperature check for all peers prior entering hotel premises. Peers unwell will be encouraged to stay at home.



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OUR HEART OF THE HOUSE PEERS

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PUBLIC AREAS

- Enabling safe physical distancing practices by reducing allowable capacities.
- Increased frequency (every 30 minutes - 1 hours during peak hours) of sanitisation of all communal areas, restrooms and all contact points (elevators, door handles, chairs, railings, etc).
- Safety amenities will be available at convenient locations in the hotel with Health & Safety reminders.
- Signage in all high-traffic areas are installed as gentle reminders to maintain safe physical distance.
- Increased frequency of inspection, cleaning and sanitisation of all air-conditioning units.



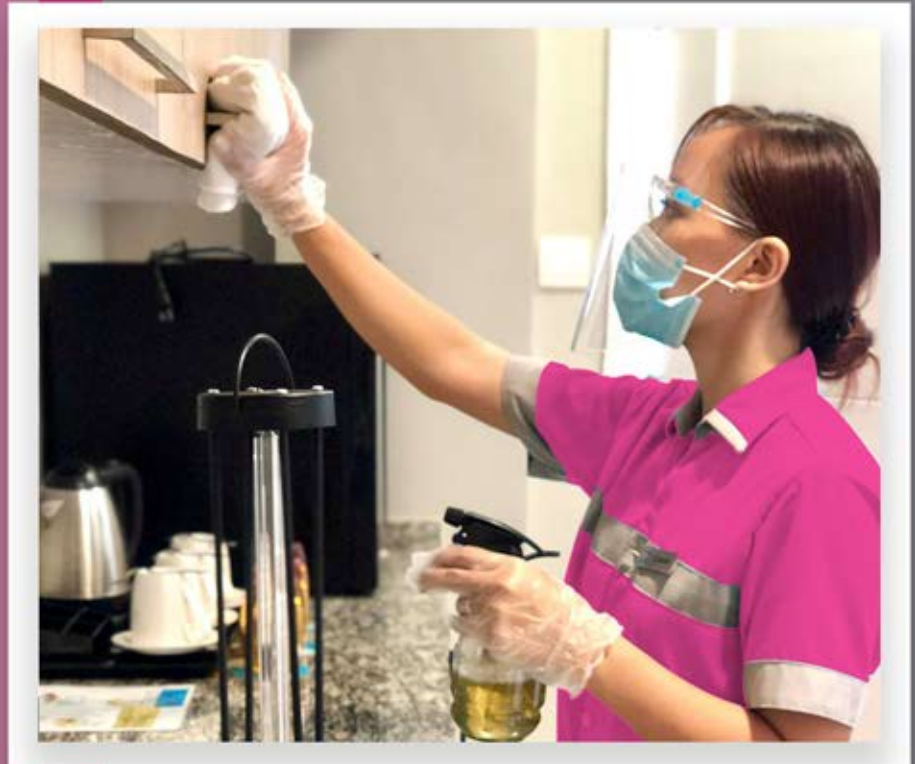
GUEST ROOMS



- Increased frequency of cleaning and sanitation of all Air-conditioning units.
- Enhanced and thorough disinfection process with attention to high-touch items and surfaces.
- Housekeeping peers are equipped with necessary personal protective equipment such as face shield and face mask including disposable gloves.
- During make-up service, housekeeping peers will observe limit in-stay frequency and observe safe distancing during service.

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- Environmental Protection Agency (EPA) listed disinfectant and enhanced technologies such as UV light and electrostatic sprayer are used to sanitation.
- Linens undergoes sanitising under high temperature washing process.
- Waste is considered hazardous and are separated from regular wastes.



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▲ GUEST ROOMS

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RESTAURANTS

- Food and beverage peers are strictly observing proper hygiene at all times and are equipped with necessary personal protective equipment such as face shield and face mask including disposable gloves.
- Table service and set-up is modified and with minimal settings.
- Floor plans and seating capacities adjusted to be compliant with physical distancing guidelines. Guests encouraged to make prior reservation.
- Grab and Go option is available all through-out the dining period (breakfast, snacks, lunch and dinner).



RESTAURANTS

- All dishes will be served covered and service spoon will be given for any family-shared dishes and will be served by our Food and Beverage Associates.
- Constant disinfection in all tables and chairs after every use.



- Safety amenities will be available at convenient locations in the hotel with Health & Safety reminders.
- A link will be provided to view our menu and contactless payment options will be made available and highly encouraged.
- Increased frequency of cleaning and sanitisation of the high touch surfaces using recognised disinfectants.

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