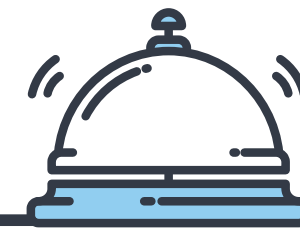


# HOTELS - OVERVIEW



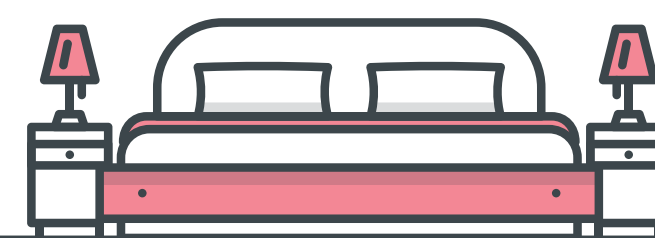
- Sanitation team will carry all sanitation equipment on themselves to sanitize all public areas in the hotel throughout the day
- The entire staff will be given comprehensive hygiene training regarding the requirements of the new situation
- All employees without exception will work using protective equipment
- No newspapers/magazines to be in lobby area. High touch areas to be disinfected every hour, especially elevators, doors, public washrooms
- Lobby furniture to be arranged to allow social distancing
- All employees/guests to be reminded of social distancing. Lobby ambassador is provided to guide guests and observe social distancing

# FOOD & BEVERAGE



- Social distancing: seating layouts redesigned in all outlets according to social distancing rules
- Restaurants and bars operating with reduced capacity to ensure adequate space and socially distant set-up
- Using face masks/face shields and gloves mandatory in all production areas
- All service personnel required to wear gloves and face masks and to follow personnel hygiene standards
- Hand sanitizers in all outlet entrances; hand sanitizers and face masks delivered to all tables
- Provide a-la-carte service with digital menus
- Personalized treats and condiments to be served in special packaging
- Sterilized and packaged service plates and silverware, etc. to be placed after the guest is seated at the table
- Tables and chairs to be sanitized after each guest
- Printed materials not allowed
- In Room Dining offering contactless delivery outside guestrooms along with sustainable, single-use packaging
- No lobby coffee and early bird set-up unless it is manned/served
- Frequently sanitize high touch guest areas in F&B front of house areas including but not limited to restaurant tables and chairs, door handles, hostess stands

# ROOMS



- Rooms will be reserved by leaving a space between two rooms
- Face masks will be provided for guests arriving at the hotel without face masks
- Thermal cameras will be placed at hotel entrances to measure the guests' body temperature
- Hand sanitizer units with photocells will be placed in all front and back areas of the hotel
- Number of people allowed to take the elevators simultaneously will be limited
- Signage showing social distancing rules will be placed in all front and back areas
- Face masks, hand sanitizers and antibacterial wipes will be placed in the rooms of all guests expected to check in
- No housekeeping while the guest is in the room. The frequency of housekeeping staff entering the room will be reduced
- Materials used by the guests such as keycards and pens, etc. will be collected in a box and only re-used after disinfection
- Rooms and public areas will be disinfected using electrostatic sprays
- Different cloths in one of three colors will be used in cleaning different parts of the room. These cloths will only be used in cleaning the specific room
- Clean bedsheets and used bedsheets will not be kept within the room at the same time
- Pre-arrival communication will advise on screening procedure and advise guests to not travel and seek medical attention if unwell
- Guest Services should sanitize the luggage before room delivery
- Front desk to be sanitized after every guest, sanitizer to be on all desks, keys/pens to be sanitized after every use
- Emergency kit to be at desk with mask/goggles/gloves/bio hazard bag
- Housekeeping turndown service upon request only
- Housekeeping Employees to wear gloves while cleaning guest rooms at all times and be vigilant of changing gloves when cleaning various areas of the guestroom to prevent cross contamination
- Unused amenities will be wiped clean each day
- Frequently sanitize and disinfect high touch F&B Areas in the guestroom including myBar areas
- After check-out 24 hrs to 48 hours empty before cleaning and sanitizing
- Guest may check in or check out by using F/S mobile app without going to desk also, easy reach to all services via F/S app (housekeeping, laundry request, room service orders etc)
- Encourage guests to use our Chat and Mobile app systems

# SPA & FITNESS



- Fitness center will have social distancing measures in place such as spacing between equipment with limited hours of operation
- No Spa services at this time

