

# Our Stay Safe Pillars

To our valued guests,

In preparation to welcome you to our shores, our hotels have put in place a series of enhanced health and safety measures for both our guests and staff. We've developed 'Stay Safe Pillars', which introduces a series of clear guidelines and safety procedures to be followed throughout your stay. As you would expect, we've delivered intensive training to our team in these practices. We wish to send you a strong message through these actions that we continue to prioritise the health, safety and well-being of those within our properties.

We are using internationally endorsed best practices to ensure you have a safe stay and above all else that you are comfortable and relaxed during your travels. We strive to ensure our guests and staff have peace of mind and the reassurances they need in and around our hotels.

Allow us to share with you our Stay Safe Pillars!



## 1. OUR PEOPLE

Professionally Trained Personnel with the ability to comply with relevant COVID-19 measures in place

Daily Health Checks for all personnel

Monitoring of Safety Pillars by Group Health and Safety Officer



## 2. WELCOME/FAREWELL

Fast-Track Check in

Pre-arrival card printed and ready for signature to limit contact

Sanitised Key Cards, Stationary, Bill Folders and Credit Card Machines

Gentle reminders in place to observe social distancing

Use of Debit/Credit Cards is encouraged



## 3. PARTNER SERVICES

Assistance with itineraries

Assistance with COVID-19 test before departure if required

Booking of excursions  
Connect to your Representative through WhatsApp



## 4. GUEST ROOMS

Enhanced cleaning and disinfection of rooms compliant to approved procedures

Environmentally safe cleaning supplies from Diversey providing us with smart sustainable solutions for cleaning and hygiene



## 5. COMMON AREAS

Increased frequency of disinfection of Public Areas, restrooms and high touch surfaces

Safety Amenities including hand sanitizing gels are available at convenient locations in the hotels

Physical distancing is practiced in public areas



## 6. DINING EXPERIENCE

Safe-distance seating floor plan

Our all-plastic laminated menus are disinfected after every use

A la carte menus giving you a choice of freshly cooked ingredients

Increased sanitisation of food preparation and dining area using recognised food safe sanitisers



## 7. WELLNESS SPA

For your protection, our therapists wear both face masks and face shields.

All linens and massage oils are thoroughly sanitised before and after each treatment.



## 8. SWIM AND TAN

Daily Pool care by testing water PH to ensure clean and safe water for swimming

Disinfection of Pool beds and mattresses after every use

Non-stop automatic filtering of water to ensure water freshness