We have been closely monitoring the COVID-19 situation and are following guidelines from the World Health Organisation and respective local health agencies where we have operations. We understand there are many concerns during this time and wish to assure our guests that the safety and wellbeing of our guests, customers and colleagues are of paramount importance to us.

**Health and Hygiene:**

As part of our ongoing effort to minimise the spread of infection and to safeguard the safety and health of our guests and colleagues, our hotels have taken a series of precautionary measures including:

- Limousine is disinfected before and after each use.
- Disinfectant floor mats are located at the entrance to sanitise shoes and luggage.
- Temperature screening is conducted at all key entry points and sanitizers are available at guest contact points.
- Guests to fill in health and travel declaration forms.
- Face masks, hand sanitisers and other protective items are available for guests to use.
- Incoming luggage and parcels will be disinfected.
- All public washroom facilities are equipped with anti-bacterial soap and hand sanitisers. Cubicles are cleaned with hospital grade disinfectant, especially high touch points which are disinfected every 20 minutes.
- Guestrooms are disinfected after each check out.
- The use of US Environmental Protection Agency (EPA) listed disinfectants; Oxivir and Virex from Diversey.
- Enhanced daily hotel’s linen with special disinfectant processes that sanitisises laundry hygienically by professional staff with stringent measure.
- Guest laundry is handled with individual packaging to avoid contamination.
- All our colleagues are professionally trained on hygiene and sanitation protocols.
- All our colleagues are equipped with personal protective equipment (PPE), practice strict personal hygiene and safety precautions at work and to stay at home if they are unwell.
- Temporary closure of swimming pools, hot whirlpool baths, saunas and steam rooms Individual precautionary measures may vary by property.
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