



# Sanitation and Health Guidelines Covid-19

## 1. Employee & Guest Health

The health and safety of our employees and guests remain our top priority. We have outlined the following preventive and protective measures to ensure that we minimise risks related to the spread of COVID-19.



**Temperature Checks.** Points of entry will be limited to allow us to conduct temperature checks on all employees or guests. Those with temperature **over 37.3°C** will be denied entry to the property and redirected towards appropriate medical care.



**Physical Distancing.** Guests are advised to practice social distancing by standing at least **one metre apart** while moving around the property. Restaurants will operate at limited capacity. Employees are trained to practice physical distancing with guests whenever possible.



**Hand Sanitizer.** Hand sanitizer dispensers will be placed at key guest and employee entrances and contact areas such as reception areas, hotel lobby, restaurant entrances, meeting and convention spaces, spa, gym and any common facilities.



**Front of the House Signage.** There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks, as well as proper hand washing etiquette.



**Back of the House Signage.** Signages will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (when necessary), how to wash hands properly, and to avoid touching their faces.



**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly in reporting any presumed cases of COVID-19. Unwell employees are instructed to stay home.

## Department Specific Sanitization Policies

### EMPLOYEE SERVICES & HUMAN RESOURCES

- Uniform Control**  
Physical Distancing Protocol  
- A uniform control staff will be stationed at the entry, Locker room floors to be clearly marked for social distancing

### HOTEL OPERATIONS

- Business & Office Services**  
Guest Considerations  
a) Discontinue print magazine and newspaper services throughout the property  
b) Discontinue printed collaterals such as brochures, leaflets or maps to reduce contact material  
c) All packages will be placed in sealed single-use plastic bags  
d) Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and wait one metre away to ensure the package is retrieved
- Front Office Services & Transportation**  
Cleaning & Sanitizing Protocol  
a) Sanitize high touch front services spaces and equipment at least once per hour  
b) Desks and related equipment to be sanitized at least once every four hours or upon a new employee using the equipment  
c) Wheelchairs and buggies to be sanitized regularly  
  
Physical Distancing Protocol  
a) Guest laundry services available using contactless pick-up and delivery protocols  
b) Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible
- Common Pool Operations**  
Cleaning & Sanitizing Protocol  
a) Deck chairs at main pool to be sanitized after each use  
b) Towel desk and all other desks and counters to be sanitized at least once per hour  
  
Physical Distancing Protocol  
a) Deck chairs set with appropriate physical distancing
- Public Area**  
Cleaning & Sanitizing Protocol  
a) Employees to sanitize the following areas at least once per hour  
• Guest elevators  
• Hotel entry doors  
b) All Front of House (FOH) restrooms to be sanitized at least once per hour
- Front Office**  
Cleaning & Sanitizing Protocol  
a) Registration Desks to be deep cleaned and sanitized upon every shift change  
  
Physical Distancing Protocol  
a) Restructure queue ropes to provide appropriate six-foot intervals, with floor markings to guide guests in practicing physical distancing  
b) Staff to work from every other workstation  
c) Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed  
d) Implement peak period queuing procedures, including a Lobby Greeter



## 2. Employee's Responsibilities

**Hand Washing.** Practice correct hygiene and frequent handwashing with soap. Hand sanitizer are also to be used frequently and are made available at various locations.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols.

**Daily Pre-Shift & Timekeeping.** Employee pre-shift meetings will be conducted virtually or in spaces that allow for physical distancing. Larger departments will stagger employee arrival times.

## 3. The Guest Journey Guest Arrival



Staff will greet and screen each visitor, to ensure that they use hand sanitizer and wear a mask (which will be provided if required). Appropriate signages are displayed to outline proper mask usage and physical distancing practices.

**a) Guest Arrival By Taxi or Ride Share**  
Guests will enter the Resort through doors that are manned by an employee. Bell service will be provided upon request and the bell cart will be sanitized after each guest.

**b) Guest Arrival by Hotel Limousine**  
Limos will be thoroughly cleaned before and after each use. Limited number of guests will be permitted per vehicle and guests are not allowed in the front passenger seat.

**Hotel Guest Elevators**  
No more than four guests will be permitted per elevator at any one time and signages will be posted to explain the current procedures. Staff will sanitize the button panels at regular intervals and employees are not allowed to use guest elevators at all times.

## 4. Cleaning Products & Protocols

Our hotels use cleaning products and protocols that are approved for use and effective against viruses, bacteria and other airborne and blood-borne pathogens.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces.

**Guest Rooms.** Industry leading cleaning and sanitizing protocols are used to clean guest rooms.

**Laundry.** All bed linen and laundry will be changed daily and guestroom to be washed at a high temperature. Dirty linen will be bagged in the custome room to eliminate excess contact while being transported.

**Back of the House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new user.

**Room Recovery Protocol.** In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined until it has been cleaned or sanitized.

**Air Filter Cleaning.** The frequency of air filter replacement and cleaning has been increased and fresh air exchange will be maximized.



## 5. Physical Distancing

Throughout the Resort, we will meet local health authority guidelines on proper physical distancing. The World Health Organisation urges a guideline of a minimum distance of 1 metre between persons.

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies and casual dining.

**Hotel Front Desk and Concierge.** Staff will utilize every other workstation to ensure separation between employees whenever possible.

**Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for a minimum of one metre between each seated group/party of guests.

**Meeting and Convention Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events recommendations.

**Back of the House.** Physical distancing protocols will be used in all high-density areas in order to ensure appropriate distancing between employees.

## Department Specific Sanitization Policies

### 7. Housekeeping

- Cleaning & Sanitizing Protocol**  
a) Carts, trolleys and equipment to be sanitized at the start and end of each shift  
b) Guest linens will be delivered and removed from guest rooms in single use sealed bags  
c) All items stored on shelves in the Housekeeping storage rooms are placed in sealed bags  
d) Back of house restrooms will be sanitized at least once every four hours

**Physical Distancing Protocol**  
a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will only clean rooms when vacated by guests for maximum safety

**Guest Considerations**  
a) No printed materials to be provided in all rooms, with the exception of printed menus which must be laminated with plastic for Resorts without IPTV function.  
b) Newspapers and magazines to be discontinued  
c) Bed linens and soiled towels are only to be replaced once every three days  
d) Extra pillows and blankets will only be available upon request  
e) Specific sanitation consideration will be paid to the following guest room areas:

- Desks, counter tops, tables and chairs
- Phones and remotes
- Thermostats
- Cabinetry, pulls and hardware
- Doors, doorknobs and locksets
- Bathroom vanities and accessories
- Bathroom fixtures and hardware
- Windows, mirrors and frames
- Lights and lighting controls
- Closets, hangers and other amenities

## Department Specific Sanitization Policies

### FOOD & BEVERAGE

#### 8. Restaurants, Bars & Lounges

- Cleaning & Sanitizing Protocol**  
a) Host Podiums including all associated equipment to be sanitized at least once per hour  
b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager  
c) POS terminals to be assigned to a single server where possible and sanitized between each user  
d) Dining tables, bar tops, stools and chairs to be sanitized after each use  
e) Condiments to be served in single use containers (either disposable or sanitized after each use)  
f) Temporary laminated menus to replace existing ones, and to be sanitized between each use  
g) No tablecloths, placemats and cloth napkins will be used till further notice  
h) Sanitize trays (all types) and tray stands after each use  
i) Storage containers to be sanitized before and after each use  
j) Food preparation stations to be sanitized hourly (at least)  
k) Kitchens to be deep cleaned and sanitized at least once per day  
l) Food and beverage items to be transferred using contactless methods (leaving on expediting tables, etc.)

**Physical Distancing Protocol**  
a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues  
b) Peak period queuing procedures to be implemented  
c) Tables to be utilized with appropriate physical distancing between each group  
d) Reduce bar stool count to provide appropriate physical distancing  
e) Manage the line flow at quick serve outlets

**Guest Considerations**  
a) Napkin service to be suspended until further notice. Only disposable paper napkins to be used  
b) All food and beverage items to be placed on the table instead of being handed guests

#### 9. In Room Dining (IRD)

- Cleaning & Sanitizing Protocol**  
a) All equipment will be sanitized prior to assigning for the shift  
b) Employees assigned to individual stations will sanitize their stations and all equipment at least once per hour and at each change of shift

#### 10. Catering & Banquets

- Cleaning & Sanitizing Protocol**  
a) All shared equipment and meeting amenities to be sanitized before and after each use, or opt for single-use items  
b) All linens, including underlays, to be replaced after each use  
c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

**Guest Considerations**  
a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations  
b) Develop examples of physically distanced floor plans for Sales & Convention Services use