

CARE PROTOCOLS



RECEPTION



Comfortable check-in procedures with safe distances & staff PPE. Minimise physical contact, via mobile App for Pre-Checkin, table reservation & reception messaging.



Guest luggage disinfected and handled with personal protective equipment (PPE).



Disinfection of all equipment such as room keys, POS machines.



Regular sanitisation of door handles, surfaces and buttons with Ecolab Oasis. Premium 20 specialist disinfectant.



Sanitisation stations, available.



Advance checkout is available to guests - bills prepared without physical contact.

ROOMS



Use of industry-leading cleaning and disinfecting protocols to clean guest rooms. Each room is thoroughly cleaned and disinfected with a hospital-grade aerial surface disinfection machine upon every room check out, as well as with ECOLAB-certified disinfectant & ECOLAB-certified cleaning equipment.



Water & air quality testing carried out in rooms Air ducts, filters and grills disinfected upon every room check-out. The usage of A/C within rooms at guests' discretion.



Hand sanitiser is available in all guest rooms. Disinfectant wipes, masks and gloves are available at Agora mini market



All indoor spaces thoroughly cleaned with ECOLAB-certified disinfectant & ECOLAB-certified cleaning equipment.



Max 2 guests permitted in elevators or a family consisting of 2 adults & children. Buttons inside and outside the elevators sanitised regularly. Hand sanitisers available outside elevators.

FOOD & BEVERAGE



Only à la carte dining available in restaurants. All food served by staff wearing appropriate PPE.



Frequent disinfection of all high-touch surfaces after each table use. Overnight restaurant deep disinfection with aerial surfaces disinfection machine.



Seating reduced by 30%. The space between tables ample for safe distancing. One family, 4-6 pers., per table at a time. Reservations required to facilitate safe spacing.



Guest hand sanitisation stations located in all venues & sanitisers and disinfectant wipes available for guests' personal items.

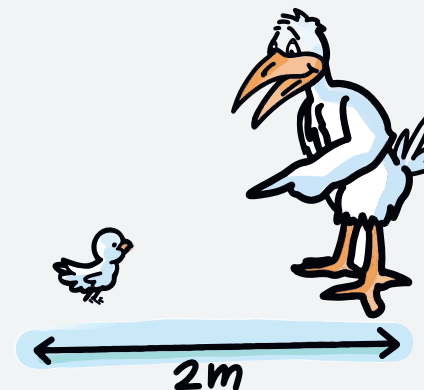


Single-use and digital menus available to minimise physical contact, available room charge via QR Codes.



POS machines and equipment sanitised between every use.

LEISURE & SPA



Beaches & Pools

Safe distance of 2 metres between sunbed sets. Disinfection of sunbeds, pool areas and equipment. Swimming pool towels & sunbed covers are provided to ensure guests' safety. Increased water quality controls.



Spa

Operating at capacity of 70%. Minimum 15-minute gaps between sessions to allow deep cleaning sanitisation. Gym & Wet area not in operation. Guests are advised to wear face masks during treatments.



Entertainment

Live music entertainment available following physical distancing rules.



Shopping

Maximum capacity according to available space of particular store. Queueing & appropriate social distancing measures applied. Daily cleaning and disinfection, while fitting rooms, clothing and other items sanitised after being used or worn.