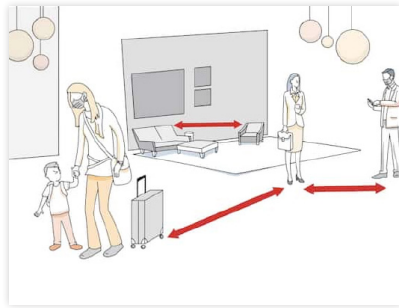


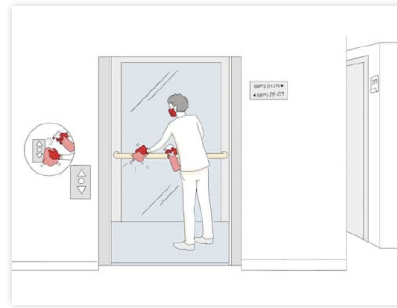
A new 18-step protocol that is currently being introduced into our hotel. New cleaning and disinfection procedures, increased attention to safety in communal spaces, protective equipment, and updated training for team members are included in the new protocols. These protocols describe specific processes and measures that are designed to make you feel confident when you visit us. To learn more read the outlined steps below:



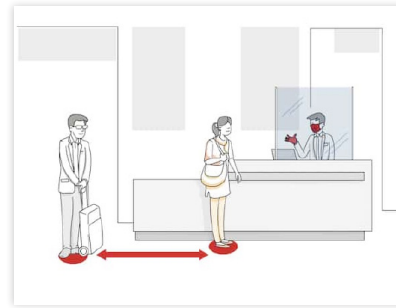
- 1. Temperature checks for guest**  
Temperature checks will be done on arrival and daily for each guest.



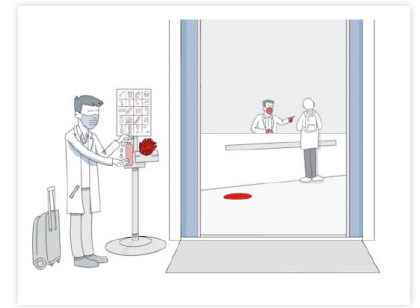
- 2. Physical distancing**  
Implement physical distancing measures throughout the Hotel.



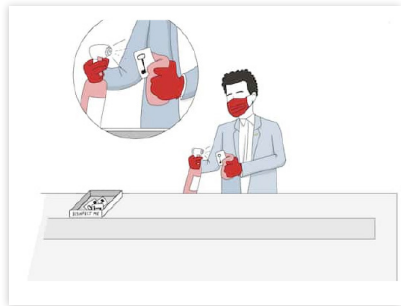
- 3. Increase cleaning and disinfecting**  
Increase cleaning and disinfecting frequency throughout the hotel, paying attention to high-touch items such as the lifts.



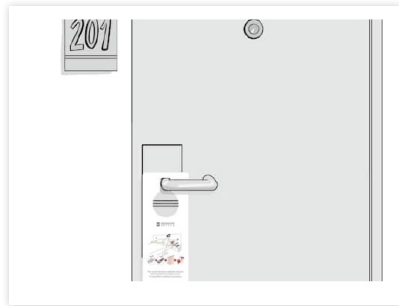
- 4. Protective barrier**  
Install protective screens at the front desk.



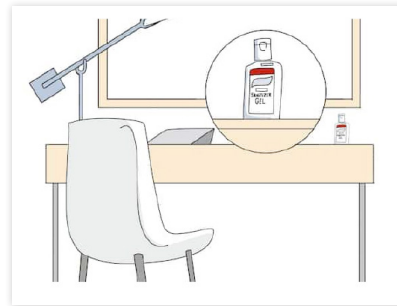
- 5. Sanitizing stations**  
Install alcohol-based hand sanitizing and glove stations near the front entrance, restaurant and public area.



- 6. Disinfect keys**  
Provide clean and disinfected keys upon check-in. Disinfection will be done in front of the guest.



- 7. Entrance Signs**  
Display at all rooms when full sanitizing have been completed.



- 8. Travel-size hand sanitizer**  
Provide each guest room with a travel-size hand sanitizer.



- 9. Aircon remote & Telephones**  
Provide a clean and disinfected aircon remote in an individually sealed and protective bag. Telephones to be disinfected daily.

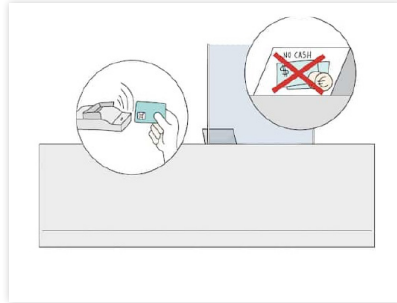


- 10. Linens**  
Wash all linens at a high temperature for optimal disinfection.



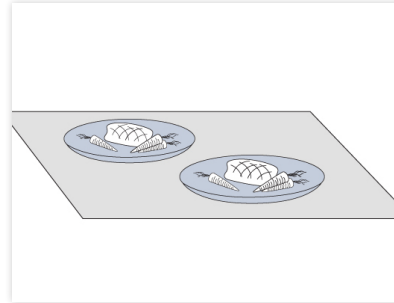
### 11. In room Spa treatments

All equipment, linen and towels to be sanitized before and after each treatment. Staff will wear PPE at all times. Limit on spa bookings – only 2 treatments a day.



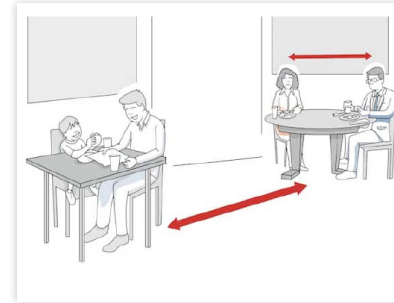
### 12. Methods of payment

Offer cash-free methods of payment.



### 13. Kitchen

Covid-19 standards implemented in kitchen. Plated meals to served from a Hygienic Kitchen.



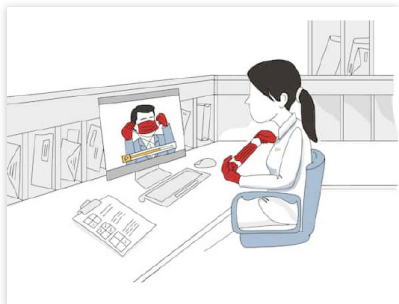
### 14. Bars and restaurants

Space tables apart in restaurants to provide physical distancing.



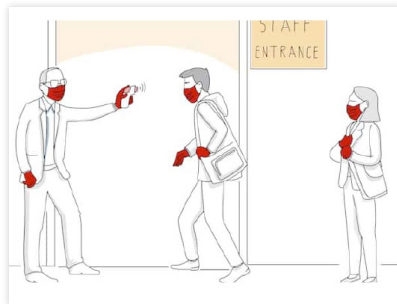
### 15. Food safety

Adhere to the strict safety procedures while serving all food and beverages.



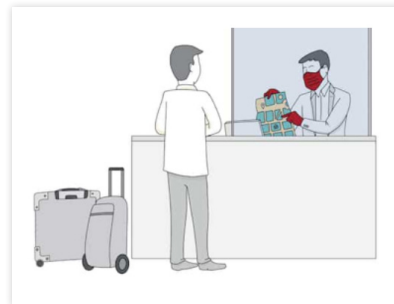
### 16. Team training

Provide team members with comprehensive hygiene and prevention training program.



### 17. Team member temperature checks

Administer temperature checks for team members and suppliers.



### 18. Team member PPE

All team members will be provided with and will use PPE at all times.