

## How Archipelago is dealing with the Novel Coronavirus (COVID-19)



Archipelago is proud to be awarded The World Travel & Tourism Council 'Safe Travels' certification, in recognition of its commitment to ensure health and safety protocols are in place across all relevant functions.

Archipelago is the first to implement a large-scale COVID-19 Rapid Test program for employees across its hotels.

This hotel has conducted a Rapid Test for all employees.



### Our Team Members...



- Greetings – In order to reduce viral transmission, we have instructed our staff not to shake hands among themselves or with guests. For the moment everyone will be using the Sanskrit “Namaste” greeting.
- We encourage all staff and guests to wash hands as often as possible and to also use hand sanitizers regularly.
- We have instructed our staff to keep a 2 meter distance when speaking with each other or guests.
- All team members have their temperatures checked when they arrive at work.
- Any staff who have a cough or fever are not permitted to work and any staff who feel unwell are encouraged to stay at home.
- All of our staff are wearing face masks and in some areas such as the kitchens, they are also wearing visors and rubber gloves.

### For Guests.....

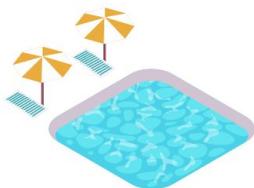
- All guests will have their temperatures checked by our Security staff;
- Try park your car away from other cars;
- Try to keep a 2 meter distance from other guests and staff;
- Contactless registration and billing will be available through Archipelago Membership App
- Our front line staff are ready to assist you anytime via phone or chat (Butler Chat using Archipelago Membership App)
- Please try not to share lifts with other guests;



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### Around the Hotel...

- Breakfast service will be adjusted and we will be offering a modified buffet service. We apologise in advance as breakfast service might take a little longer than usual;
- Guests should wash or sanitise their hands before entering the restaurant.
- We have removed some tables from dining areas so guests can space themselves more easily and follow social distancing protocols;
- Seating times for breakfast and other meals may be adjusted to avoid crowds;
- Touchless restaurant menus are downloadable by QR code for your convenience;
- Meetings, Weddings, and group events will be modified to adhere to social distancing protocols;
- We have increased the frequency of cleaning and disinfecting of our public areas (including lobbies, elevators, door handles, public bathrooms, etc.);
- All our guest rooms undergo thorough disinfecting and sanitizing with Hospital Standard Chemicals;
- We have increased the deployment of hand sanitizers around all hotels.
- We have procedures in place at all our hotels and are prepared to act swiftly should we be alerted to a case of coronavirus at one of our properties.



### At our Swimming Pools....

- Chlorine in Pools Kills the Virus so they are safe to use;
- Guests should follow social spacing guidelines;
- All guests must shower before entering the Pool;
- Sunbeds around our pools have also been spread out;