

AMANOI COVID-19 POLICY

True to the spirit of Aman, the safety and wellbeing of our communities has always been a priority. In Vietnam where Amanoï is located, the Covid-19 situation has been effectively managed as one of the countries with lowest cases and zero death. Following the various compliance and government mandates, Amanoï keeps the expectations and comfort of guests and staff at the forefront of everything we do.

As Amanoï continues to deliver the professional, personalised, genuine and compassionate service we are aware that we need to continually evaluate, update, and where necessary innovate, our current standards of excellence. We have always prided ourselves on offering guests a generosity of space in our secluded jungle location amidst abundant nature and fresh air. This series of protocols and plans will constantly evolve and be updated as the situation changes. We hope the following instils comfort and confidence that the wellbeing of Amanoï's guests and staff is of primary focus.

Putting distance between people is the principle strategy for reducing COVID-19 infection rates, as well as thorough and ongoing cleaning and sanitization. The below details some changes and procedures that guests can expect during their stay:

Guest Arrival

- Drivers collect guests from the airport wearing the mask and gloves provided by Amanoï
- Masks offered along with hand sanitizer and water bottle. Cars are also equipped with sanitizing lotion
- We recommend and offer guest wellness check on arrival to include temperature checks using non-contact thermometers on arrival
- On arrival, we disinfect the external part of guests' their luggage, should they agree to it
- Welcome amenities are delivered to rooms once guests have checked in, not before
- Rooms are not allocated back to back – allowing up to 24 hours between arrivals.

Housekeeping (Public Areas)

- Sanitizer gel or liquid is available in all public areas and re-filled throughout the day
- The thorough cleaning of public areas with a focus on disinfecting door handles, lighting switches and all other high use areas

Housekeeping (Guestrooms)

- All occupied rooms are sanitized daily with focus on specific touch points within the full room perimeter. To avoid cross contamination, cleaning equipment (sponges, cloths and similar) are changed with every room
- Rooms are refreshed with fresh air by opening windows and doors during servicing
- On arrival, guests are advised that they can opt to have room linen changed, daily, once every two days or only on request. The same applies to the turn down service, with guests opting to have turn down service, or not. We fully understand that some guests may want less interaction and activity within their room.

Food & Beverage and Dining

- We offer options for different, more private, dining experiences, with menu's focusing on wellness options and local produce. Immune booster beverages have been incorporated into non-alcoholic beverage lists
- The thorough cleaning and sanitizing of all tableware, menus, place mats, salt and pepper shakers take place after each use.
- Staff are trained to have minimal contact and communication during service and wear masks when serving guests
- Tables are placed 6ft apart
- Utensils are placed on table once the guest is seated
- In room dining is served with all food and drinks covered and staff wear proper PPE, i.e. mask and gloves, and sanitize their hands upon delivery

Spa & Wellness

- Additional hygiene equipment (sanitizer wipes) are placed next to fitness equipment, with the addition of staff cleaning it after each use
- The gym is strictly limited to no more than eight guests
- Group session is limited to 6 guests' maximum
- Each treatment room is stocked with (PPE) for both guests and employee use. Each room has enough sanitizer and wipes/cleaning supplies to ensure the room is cleaned thoroughly between each use.
- There is a minimum of 30-minute turnover time between sessions to allow thorough cleaning of each treatment room
- The spa lobby is equipped with hand sanitizer.
- Facials are not offered as part of our spa menu unless requested by the guest.

Activities

- All private activities are limited to 5 individuals, including driver and/or guide, where applicable
- Hotel activities that are not confined or do not require close proximity of participants (cultural presentations for example) are limited and seating spaced according to social distancing guidelines