



Healing  Holidays

- SANTANI WELLNESS RESORT AND SPA
- Your ideal post COVID getaway

Ayubowan!

Greetings from the Santani Team!

We hope you are safe, secure and healthy in both body and soul at this unprecedented and uncertain time affecting us all. I am glad to announce that Santani will open again on 1 July, 2020.

Your team here at Santani is working hard to help you thrive in the post Covid-19 world, where we believe the ethos of Santani and what we offer are even more relevant. Our location and design adds to this and naturally ensures key health and safety requirements of post Covid travel.

As some of you may know, out of abundance of caution towards the health of both our guests and staff, we temporarily closed our doors on the 17th of March. All our guests were able to go back home in time and none of our guests, staff, or community has been tested positive for the disease.

However, during this period, we enhanced our health and safety standards, sanitized the whole resort, developed new packages including an Immune Boosting Detox and created a new operational procedure inline with the World Health Organization, Ministry of Health and Sri Lanka Tourism Development Authority. We are sharing a summary of these below.

We look forward to welcoming you back from 1 July 2020 to once again experience the Intelligent Luxury that defines Santani with its ethos of human sustainability.

Thank you,
Vickum Nawagamuwage

01 OUR RESPONSE TO COVID-19 AS A COUNTRY

How Sri Lanka has successfully managed the pandemic compared to other countries in the world

03 WHAT WE DID DURING LOCKDOWN

Cleaning, sanitizing, product and operational development and training

05 SALIENT FEATURE OF SANTANI

What makes Santani and ideal destination for post COVID vacation

02 SANTANI RESPONSE TO COVID-19

Immediate steps taken by Santani

04 WHAT WE PLANNED

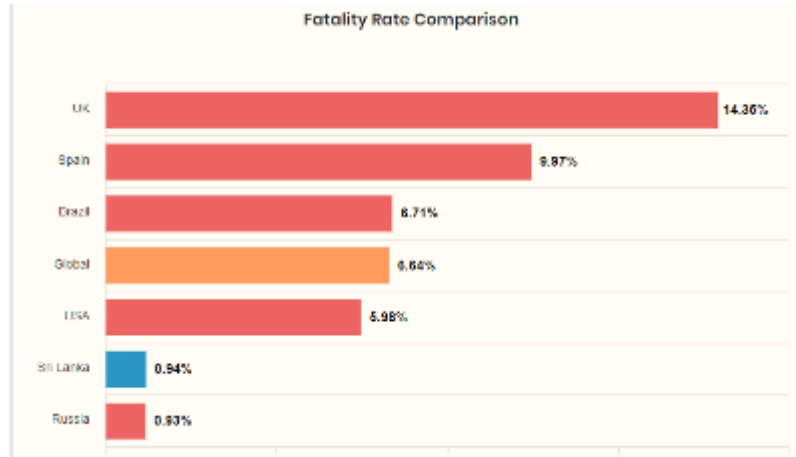
Operating procedure for post COVID travel



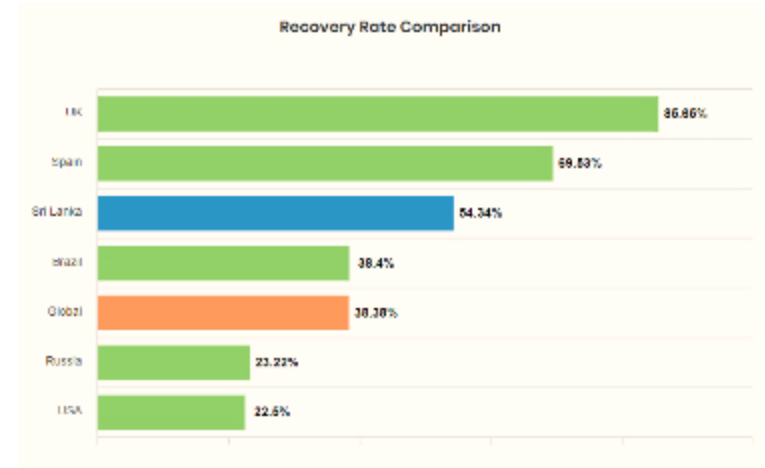
	World	Sri Lanka	New Zealand
Population (M)		21.4	4.8
Total Cases	4,717,016	957	1498
Total Cases/1M population	605	45	311
Total Deaths	312,345	9	21
Death/1M pop	40.1	0.4	4

As at 15th May 2020

Sri Lanka recorded a lower than average fatality rate of 0.94% where global fatality rate stands at 6.64% .



New Zealand is one country which managed COVID 19 successfully. However, Sri Lanka has done even better when numbers are compared against the total population of the country.



CRITICAL SUCCESS FACTORS

- Early and complete lockdown
- Central taskforce managing the response directly under the President
- Strict adherence of the lockdown with island-wide curfew and over 50K arrests of violators
- Universal and free healthcare

SUMMARY OF THE COVID – 19 HEALTH & SAFETY PROTOCOL AT SANTANI

Protocols applicable across all functions

- Sanitize hands at each service touch point
- Wear face mask at all human interaction points(both guests and Santani team)
- Body temperature of guests & staff monitored three times daily by the resident doctors
- Physical distancing at both guest areas and staff areas
- Resident Doctors available 24/7
- Dedicated quarantine areas away from the main facilities

Guest flow



Reservation

- Requirement of a valid health assurance as per government stipulations
- Recommendation from local authorities for local guests

Pick up

- Maximum 2 guests for 4seater vehicle
- Unrelated parties will not share a vehicle.
- Deep sanitization of vehicles and drivers before and after each trip
- External drivers and vehicles obtained only from certified service providers

Check-in

- Disinfect luggage
- disinfect footwear
- Body temperature check of guests and drivers
- Contact tracing questioner
- Separate protocol to check in drivers

Room

- Disinfect entire room after each check out
- Disinfection of surfaces and equipment twice a day
- Linen supply in sealed covers and washed separately

Common facilities

- Disinfect before service starts
- Physically distanced table set up etc
- Body temperature check upon guest arrival
- Service team dressed as per WHO standards

Check-out

- Disinfect luggage
- disinfect footwear
- Body temperature check
- E-invoicing
- Encourage online and card payments

Post trip

- Follow up email to ensure no subsequent development of any health issues as well as to inform of any undetected exposure or lack of it.

F&B & KITCHEN

- Special table arrangement ensure distancing
- On demand table set up upon the arrival of guests at the restaurant
- Storing ingredients, preparation & serving of food and beverages, cleaning of cutleries, crockeries & utensils and storing them are done, according to WHO standards

Wellness Center

- All wellness packages are in offer with minor adjustments
- Steam and Sauna rooms are open
- Massages are on hold till further guidance but other treatments are OK
- Private use of yoga mats and blocks during the whole stay. These are cleaned after every use
- No physical posture adjustment by the instructor

Excursion

- River walk is offered to all guests
- New hikes and activities are introduced within the resort estate of 120 acres
- External excursions that has wider community exposure are on hold till further guidance

Other public area

- The swimming pool is not operational till further guidance
- Theatre is not allowed for guest use till further guidance
- All resort estate is open for guest use

Guest operations

The resort was closed to guest operations on 17th March, 2020. Santani was the first resort to voluntarily close guests operations.



Safety of the staff

From 1st of April, a small team of 15 remained at the resort to maintain the property and the rest of the staff were granted paid leave to ensure their safety.

Safety measures at the resort

For the next two weeks, the whole team was retained at the resort to ensure there were no unknown exposure and they engaged in a full cleaning and disinfection of the resort under the guidance of the Public Health Inspector.

Santani received a certificate by the Ministry of Health as a safe zone



Expansion of the Organic Garden

A new organic farm was established while extending the current green house facility. The new farm is over 6 acres and will expand variety of organic vegetables, fruits, and herbs available once we start operations again. .



Maintenance

A refurbishment of the whole resort was carried out during this period as well.



Capacity enhancement

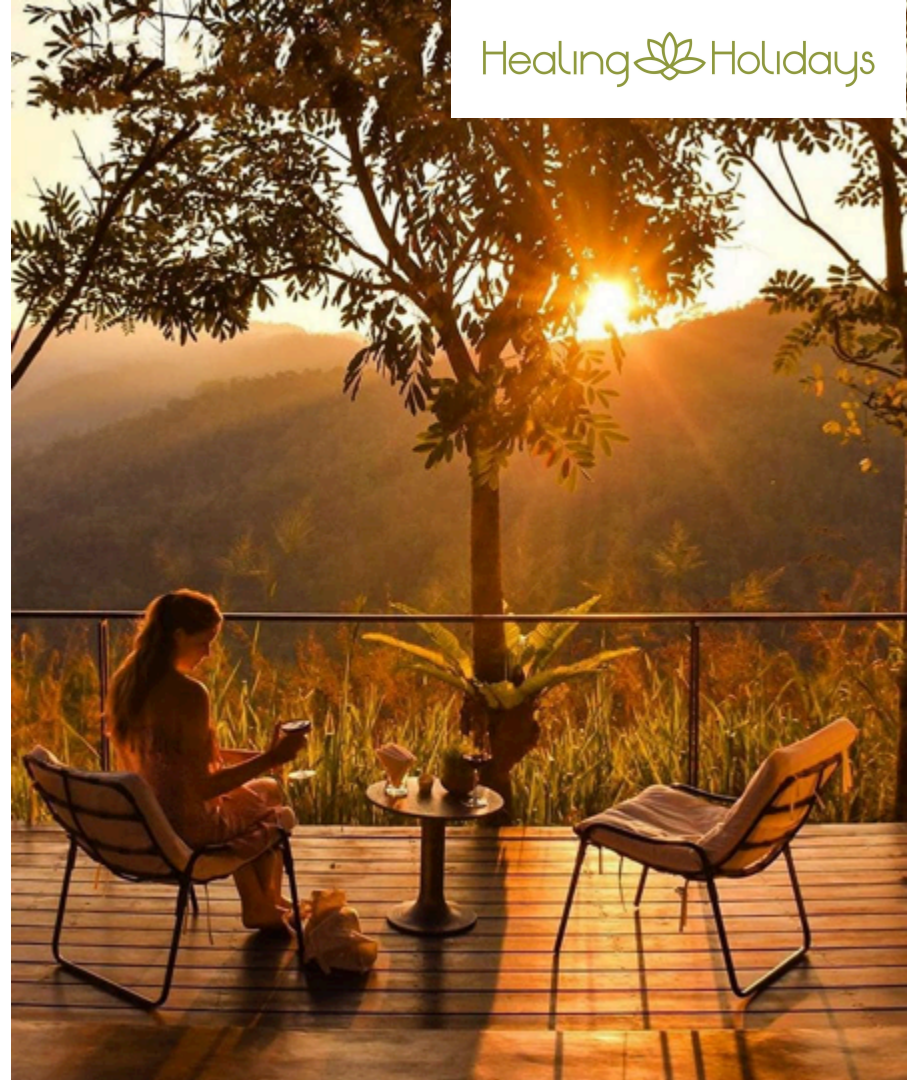
There were multiple training programs that are continuing. The main program was about the post COVID operating procedure that was developed and delivered by the two resident Doctors at Santani.



- A COMPREHENSIVE OPERATING PROCEDURE WAS DEVELOPED, STAFF TRAINED AND IMPLEMENTED. THIS COVERS EVERY ASPECT FROM RESERVATIONS TO DEPARTURE. MINISTRY OF HEALTH, SRI LANKA HAS ALREADY PROVIDED A CERTIFICATE OF SAFTY FOR THE PROPERTY. A SUMMARY OF THE PROCEDURE IS LISTED IN THE FOLLOWING PAGE.
- THIS EFFORT WAS LED BY THE TWO RESIDENT DOCTORS INLINE WITH WORLD HEALTH ORGANIZATION, MINISTRY OF HEALTH, AND SRI LANKA TOURISM DEVELOPMENT AUTHORITY GUIDELINES.
- MULTIPLE RESPONDENT TEAMS ARE CREATED WITH DIRECT SUPERVISION OF THE CEO

SALIENT
FEATURES
THAT MAKES
SANTANI AN
IDEAL POST
COVID
GETAWAY

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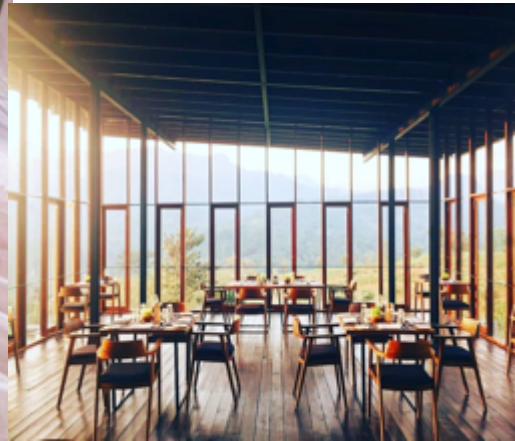
The 20 chalets at Santani are all standalone units with minimum 20 feet distance between two chalets. These 20 chalets are set up in an 120 acre estate allowing ample space and is **one of the lowest density hotels in Sri Lanka**



Physical distancing by design



Santani has no air conditioned spaces with stale air that is a key transmitter of COVID-19 virus. Santani is also located in a rain forest and at an elevation of over 2500 ft ensuring freshest air possible. All spaces are connected with this air and nature through natural ventilation



Open
architecture
and
freshest air



Santani operates as private guest only resort and **no out-side guests are entertained (in our restaurant, spa etc.)** and no visitors are allowed. Also, its located away from all the hustle and bustle of cities in a remote but easily accessible estate 34 KM from Kandy



Exclusivity



Santani focuses on wellness and the whole resort is designed to relieve stress and calm you down. Our wellness packages will enhance health physically, emotionally and spiritually. Special focus on immune boosting will be a key feature suited for post COVID travel. Wellness facilities, therapists and **two resident Doctors** will ensure your wellbeing and immediate action in an emergency.



Wellness Focus



Santani focuses on the freshest and highest quality ingredients and six taste concept which is an **Ayurveda principle for healthy food**. We have now enhanced our cuisine to include immune boosting ingredients and preparations in every meal.



Healthy and
Immune
boosting
cuisine



THANK YOU

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