

SIX SENSES COVID-19 POLICY

Caring About You So You Can Be Carefree

As we take to the skies once again and adjust to new travel standards and expectations, we remain committed to providing peace of mind when you are staying with us so you can relax and reconnect in a comfortable and safe environment.

Our Enhanced Cleanliness Standards

We continue to live by our responsible and caring value which means being consistent with our already high standards around hygiene, sanitization and cleaning. We have listed some of the extra steps taken in addition to these rigorous routines to reflect the advice and guidance of the World Health Organization, Centers for Disease Control and Prevention (CDC) and local health authorities on a country-by-country basis to ensure what we are doing is correct, comprehensive and effective.

Public Spaces and Facilities: Frequent sanitization of high touch surfaces, high traffic areas such as receptions, welcome lounges and waiting areas, restaurants and related facilities, washrooms, libraries, boutiques, experience centers and meetings rooms.

Food and Beverage: Strict delivery measures, enhanced training protocols, food handling standards and sanitation guidelines, and a new service approach at restaurants and host cafes. Re-imagined minibars filled with healthy snacks and drinks based on each guest's requirements prior to arrival, more out-of-the-ordinary private dining and destination options, improved in-villa dining and more live cooking stations at our restaurants - all appropriately spread out to avoid crowding.

Guest Rooms: Additional cleaning processes for daily housekeeping service during the stay and after departure, and improved protocols around handling guest items and laundry.

Spas and Fitness Centers: Cleaning and sanitization of treatment rooms, facilities and all equipment between each appointment, wet facilities accessible via a prior appointment only, reduction or removal of high-touch items and additional deep cleaning of all surfaces as well as enhanced protocols around handling laundry.

What Else to Expect

- All resorts and their outlets will comply with local and country-mandated occupancy limits.
- Social distancing will be practiced in all areas of the resort and during transportation.
- Temperature checks will be necessary on arrival, as well as reduced contact at check-in, cashless payments and frequent sanitization of keys and key cards.
- Face masks and other protective clothing will be used by hosts and are available for guests too.

- Hand sanitizing stations or dispensers placed strategically at all guest and host areas.

Taking Care of our Hosts

The health and well-being of our hosts remain our top priority, along with providing a safe environment for them to work in, while looking after our guests. To this extent, all hosts on duty will wear face masks and use other protective equipment as necessary and as required by local governments. Social distancing is practiced by all hosts at our properties, and guidance on personal hygiene and cleaning procedures is clearly communicated and displayed in host areas.

As a community with wellness at our core, our highest priority is our duty of care to your health, safety and well-being. Ultimately, we will do everything we can to support you in whatever you feel is best for you and your loved ones.

Our Cancellation Policy

Given the ever-changing situation surrounding COVID-19, we are keeping our [cancellation policy](#) under regular review to ensure you have the flexibility you need when considering your travel plans.