

ABSOLUTE SANCTUARY COVID-19 UPDATE

When will Absolute Sanctuary reopen?

Absolute Sanctuary will reopen on 1st September, 2020 at a limited capacity.

Love Kitchen Restaurant, the operating hours will be from 7 am to 7 pm only. Both indoor and outdoor seats are available with social distancing

Pool Juice Bar, the operating hours will be from 7 am to 6 pm only. Sunbeds are available for use with social distancing

Yoga Studio and classes, only morning class available daily from 8 am to 9.30 am only. Class is limited to 15 pax per class with social distancing. Private class is available on request

Pilates Studio and classes, there will be 2 classes available daily. Morning class at 10 am and afternoon class at 2.30 pm with social distancing. Class is limited to 5 pax per class. Private class is available on request

Wellness Centre:

Wellness Reception: operating hour will be from 8 am to 5.30 pm only

Spa Centre: operating hour will be from 8.30 am to 6 pm only (last treatment at 5 pm for 1-hour massage and 4.30 pm for 90 min massage)

Detox Centre: operating hour will be from 8.30 am to 6 pm only (last treatment at 5 pm)

What will my stay look like?

Absolute Sanctuary is the place to reconnect with yourself, recharge, revitalize, & re-energize. We bring you the best experience wellness retreat. During this challenging time, we take this as an opportunity. Our hotel is undergoing a makeover to provide our guests a fresh new look with high quality of service. Our priority when implementing the health and safety protocols is, of course, the well-being of our guests and staff. Equally as important, however, is ensuring that this reimagined experience remains true to our service style and, ultimately, feels authentic and enjoyable. Our enhanced safety and cleanliness measures are listed below. We're happy to answer any further questions you may have when considering a stay with us.

What is your approach to safety and cleanliness?

The heads of each operational department have worked alongside industry authorities following the standards outlined by governmental bodies to implement a strict protocol:

GUEST & EMPLOYEE SAFETY AND COMFORT

- We have teamed up with local private medical expert to provide required Covid testing prior to reopening for all active employees, as well as repeat testing every week. Additionally, all employees will have their temperature checked before commencing their shift. Guests will have their temperature checked on arrival.
- Our guests will be provided with welcome safety pack including masks, hand sanitiser and disinfecting wipes, with additional safety equipment available upon request and in all public areas. Similarly, our employees will use protective equipment when required by law.
- Absolute Sanctuary online chatting service and Lines Chat will be active at all times to provide real-time, contactless interaction for any guest request

ENHANCED CLEANING & SANITATION

- Our staff will be required to undergo Covid-focused training ensuring guests are welcomed with Absolute Sanctuary standard of service while following necessary health and safety protocols at all times.
- Rooms will be disinfected daily with EPA-approved products including Ozone sanitation devices by the Housekeeping staff, who will wear the required protective equipment.
- Should our bellboy be required to handle luggage, it will be disinfected before and after its handling.
- Our sunbeds will be strictly reserved for one guest per day and disinfected daily before and after every use. We will increase the frequency of property-wide cleaning, placing extra focus on high-touch surfaces including public areas, the front desk, door handles, public bathrooms and areas restricted to employees.

SOCIAL DISTANCING & CONTACT-FREE MEASURES

- To ensure social distancing is respected, our guests will notice that the layouts of our restaurants will be altered, offering two seating times to ensure we can accept all guests wishing to eat and drink with us.
- All of our cooks will wear protective gear when cooking and plating, and all dishes will be individually served using a Cloche food cover for contactless delivery. Waiters will be required to keep a safe distance from guests.
- The sunbeds at Absolute Sanctuary will be safely spaced to ensure social distancing.
- Contactless payment options will be encouraged and available at all restaurant and bars.
- Our guest rooms will be removed of all reusable print material.
- For any guests preferring to eat and drink in the comfort of their rooms, we will enhance our Room Service menus to include any dish from our restaurants during their opening hours. Additionally, the Room Service fee will be waived. Room Service orders and guest requests will be delivered to the door.

What happens if I begin to feel unwell during my stay?

If you or your family members/partner/friend feel unwell or experience virus-related symptoms, please contact Reception immediately. We will arrange a transfer to nearby hospital for health checkup immediately.

What is your cancellation and modification policy?

We understand that your holiday may be on stand-by or that you may need further information before deciding to travel. We have implemented a stress-free, flexible cancellation policy to help you navigate these uncertain times. We will waive the cancellation and change fee for all bookings check-in between September 2020 till February 2021.