

TRI LANKA - COVID-19 POLICY

Reveal The Collection have introduced a set of safety measures at our hotels and villas in order to safeguard our valuable guests and staff from Covid 19. These have been compiled to ensure adherence to the guidelines set out by The World Health Organisation (WHO) as well as Local Health bureau, Tourism authorities and industry associations.

Each Hotel / Villa would have it's own Health & Safety team headed by the relevant Resort / Villa Manager and they would set out an action plan tailored to the situation and implement it in accordance with the recommendations of health authorities with the aim to prevent cases, effectively manage cases, and mitigate impact among guests and staff.

We have put together a list of guidelines that cover all guest areas as well as our back of house operation, food preparation, housekeeping and our supply chain as well.

Each Hotel may opt to implement additional measures for added health & safety based on their location & facilities.

The Management is closely monitoring the global pandemic situation and will actively take steps to mitigate the impact and spread of COVID-19. We would review and update these guidelines regularly to ensure your safety during your stay.

*We value the trust and loyalty you have placed with us
and we assure you your comfort will not be compromised
during your stay.*

What you need to know before you arrive ...

Once you have made a reservation with us we will get in touch with you in order to share our safety precautions and guidelines we have set in place. Our aim would be for you to feel safe even before you step into our villas.

You would be required to fill in a Guest Registration Form and send across to us 48 hours prior to your arrival.

We would also require scanned/photographed images of the passports of each guest to be sent along with the Guest Registration Form. NOTE: This is mandatory as the hotel will not be handling any Passports on arrival for scanning.

You would be required to disclose any countries that have been visited within the last 21 days as well as any other hotel stay within Sri Lanka prior to your arrival at our hotel.

We recommend you to wear a face mask on check in.

Given the additional time that would be taken at Check in with all safety measures, we kindly request you to inform us of your exact time of arrival at least Three (3) hours prior.

We will handover a bottle of sanitizer at check in. However you may bring your own as well.

When you arrive...

Our staff will greet you at the hotel while adhering to the recommended safety distance.

Your temperature will be checked and recorded upon arrival and the frequency may depend on your movement.

You would be required to complete a short initial screening questionnaire.

You will be required to sanitize your hands upon arrival and each time you move in and out of the property.

Individual passports should be shown to the Front office staff while maintaining the recommended distance as a verification against the scanned image sent prior to arrival.

A welcome drink will be offered. However, we will not provide any cold towels.

The key to your room will be handed over after disinfecting it in your presence.

Your luggage will be disinfected on arrival. Our staff would take your luggage to the room. However, you may wish to carry your own as well.

During your stay...

Your room will be thoroughly disinfected prior to your arrival. This includes floors, furniture, walls and amenities.

Amenities will be limited inside each room, however, will be provided on request.

To ensure a hygienic environment for both staff and guests we have removed all loose carpets, stationery, throw cushions and Bed runners inside the room.

Your temperature will be checked and recorded twice a day, morning & evening during you stay. frequency may increase based on your movement outside the property.

A notice with safety precautions will be displayed inside the room for your benefit.

Hand sanitizer dispensers will be available in all public areas and will be available to be purchased if you wish to do so as well.

Housekeeping service for rooms will be restricted to once a day, that too will be at your request. This will include disinfecting the floor areas as well as the bathroom due to the high sensitivity.

There will be no turn-down service carried out during your stay. We also recommend you wear a face mask in public areas.

About your meals...

There will be NO menus displayed at the restaurant.

All menus will be emailed to you prior to arrival or sent via Whatsapp on arrival for ease of reference.

All our deliveries to the stores department are washed / disinfected before receiving.

Dining tables will be placed adhering to the distance stipulated by Health Authorities.

You are advised to be seated adhering to the guidelines of minimum distance between each other.

All cutlery & crockery used are dipped in hot water prior to be placed on the table.

No place mats will be placed on the table as a safety measure.

Paper napkins will be provided instead of cloth napkins.

Each table will be thoroughly sanitized after each meal by our staff.

We have taken extra measures to ensure your meals are safe without compromising its taste or standard.

Other activities during your stay...

We understand your desire to enjoy your stay and we would ensure that all facilities / activities are safe for your use / experience.

Swimming Pool

All swimming pools within the hotel will be chlorinated as per the stipulated guidelines in order to ensure the highest level of hygiene standards.

All sunbeds will be disinfected thrice a day or after each use. We would allocate a set of sunbeds each per room to ensure safety between in house guests.

There will be a stipulated pool using time at each hotel.

Excursions

When engaging in excursions we strongly recommend you to select operators who are given a valid license by relevant authorities.

We would assist you in selecting these authorised operators to ensure your safety.

You would be required to follow our safety protocols upon your return after every excursion.

Important measures we have in place...

Health & Safety Team

The Health & Safety Team, has establish an action plan in consultation with local health authorities, Hotel, and Tourism industry associations, to prevent and mitigate the spread of Covid 19.

Ensure sufficient human and economic resources are available to ensure that the action plan can be implemented rapidly and effectively.

They will oversee the necessary training on health & safety

Monitor procedures put in place.

Identify and correct gaps, and adapt the plan to practical experience.

Maintain log books of all actions taken.

Maintain regular communication with guests and keep them up to date.

Ensure the wellbeing of all staff and to keep a tab on their families wellbeing and their health as well to avoid any contamination.

To be aware and updated on actions to be taken if a case is identified within the premises.

Important measures we have in place...

Staff

All staff are well trained in health & safety measures required against the virus including social distancing, hand hygiene & respiratory etiquette.

All staff will be required to wash hands prior to entering their quarters.

All staff are required to shower at their quarters before entering the hotel premises.

No personal baggage will be allowed inside the hotel but will be sanitised at the staff quarters.

Their temperature will be checked as well as for any respiratory symptoms upon entry and recorded.

Their temperature will be monitored twice a day while on duty.

It will be mandatory to wash their hands prior to entering the premises, every 30 minutes while on duty and upon exit. Gloved hands will be washed every 30 minutes while on duty as well.

Important measures we have in place...

Staff - continued ...

Staff will always be required to wear face masks throughout and gloves (where deemed necessary) whilst on duty.

Staff rooms will be disinfected once a day.

Staff bathrooms will be disinfected twice a day

Public Areas

All public areas will be disinfected every four (4) hours. these include the guest room corridors as well.

Liquid hand sanitizer will be available in all public areas.

No reading material will be kept in the living areas. (Eg. Magazines, Newspapers).

All high touch surfaces, items and areas will be cleaned and wiped every three (3) hours.

Access to public areas will be limited to staff & guests.

We urge you to adhere to social distancing practices within the public area

Important measures we have in place...

Supplies / Suppliers

There will be a defined restricted area for suppliers.

All suppliers will be screened upon arrival to the designated area.

They will be requested to wash their hands prior to unloading.

Their temperature will be checked as well as for any respiratory symptoms upon entry and recorded.

Details such as Name & ID numbers will be recorded for future reference.

All items supplied to the hotel will be sanitized at this point.

Fresh items will be washed prior to be taken in for storage.

How the hotel would handle any COVID 19 cases within...

If a guest or staff develops symptoms of acute respiratory infection, we would immediately make all effort to minimize contact of the ill person with all guests and staff of the hotel. They include,

Immediately inform the relevant health authorities.

The guest will be isolated in a room on a temporary basis until the intervention of local health authorities.

No visitors will be permitted to enter the room occupied by the affected guest.

Disinfect all areas within the hotel by a certified disinfectant service provider.

In order to minimise the risk of contaminating other guests or members of the staff, the infected guests will be transferred out of the hotel premises according to instructions from the local health authorities.

Necessary test will be carried out on the other guests to ensure they have not been affected as well.

We would also take necessary measures to contact all other checked out guests who have come into contact with the infected guest or staff.



For more of your concerns

*Please refer the following
Frequently Asked Questions*



Frequently Asked Questions...

What are the Visa regulations to enter Sri Lanka?

A confirmed pre-booking in SLTDA registered and COVID certified hotel or hotels is a prerequisite for the Visa.

Submission of Health Insurance and tour booking details is compulsory for the visa process.

Negative PCR report or positive anti body test report taken two weeks prior to landing in Sri Lanka to be uploaded with the visa application or produced at the Colombo Airport on arrival.

How safe are airport transfers?

We recommend you arrange all transfers through the hotel as we have selected service providers who operate pre-approved vehicles cleared for all health & safety standards.

Government would allow airport transfers only through registered taxis / pick-ups by pre-booked certified Hotels and through pre-approved private vehicles.

It will be mandatory for taxi / vehicle drivers to always keep their PCR tested reports displayed.

Frequently Asked Questions...

Does the hotel allow early Check-in during these times?

Yes we would allow based on availability. However, you're required to inform the relevant hotel / villa at least 24 hours in advance of such requirement.

Does the hotel accept Credit card payments?

Yes we accept Credit Card payments during this time and for safety reasons would sanitize the card both while accepting and returning it.

Are meals allowed inside the room?

No, unfortunately we do not allow meals to be taken inside the rooms during this time to ensure your safety as well as that of our staff.

Are outside guests allowed?

We will not allow outside guests to enter as it would compromise the health and safety of inhouse guests.

However if a restaurant is located at a hotel we will allow guests in while following all safety protocols.

Important Hotlines & Websites

Contact numbers

Assistance for Tourists while in SL - 1912

REVEAL Reservations - +94773765363

Websites

World Health Organisation (WHO) - for a global update Sri

Lanka Health Promotion Bureau - for update on Sri Lanka Sri

Lanka Tourism Dev. Authority - information for tourists Civil

Aviation Authority - for update on flights to Sri Lanka