



# COMO SHAMBHALA COVID-19 POLICY

One of our founding purposes at COMO Hotels and Resorts has been our 25-year commitment to holistic wellbeing, among customers, staff and the communities where we operate. While the world is shifting as we try to find a 'new normal' in these exceptional times, our core philosophy towards proactive wellness isn't changing: it has just never been more front of mind.

On property, we will continue to adjust measures to remain in line with different government guidelines – including social distancing and temperature monitoring. If we are in any doubt about a local government's approach, we will always go further to ensure the safety of staff and guests. This includes exceptional protocols on sanitisation per the best-in-class standards that we subscribe to as a company.

In the long term, health isn't ever a quick-fix but a life-long commitment. This is the driving force behind COMO Shambhala – the wellness heart of COMO Hotels and Resorts, which has always prescribed an integrative approach to wellbeing. More than ever, we will be encouraging guests to deepen their journey in proactive wellness with our immune-boosting cuisine, targeted fitness and results-driven treatments.

At all of our hotels and resorts around the world, we have put in place precautionary measures to ensure the health and safety of our guests and staff. These include:

- Temperature monitoring is being carried out at all of our hotels and resorts worldwide
- We are enforcing safe distancing measures throughout our properties, including managing spaced seating in our restaurants and bars, and limiting guest numbers in fitness classes, gyms and pools
- We have elevated our cleaning standards to ensure all areas are consistently and continuously sanitised
- Hand sanitiser gels and disinfectant wipes are available in all public spaces
- Airport transfers are limited to family groups only, with express and low-contact check-in and check-out available for all guests
- Restaurants will serve a la carte offerings only, with no buffets or shared services

While these heightened measures are in line with world health recommendations, you can be assured that our philosophy for healthy living remains at the forefront of everything we do. Should you have any further questions or concerns, our hotel managers at each of our properties around the world will be more than happy to assist you.