

## STAY WITH PEACE OF MIND

# COVID-19 SAFETY PROTOCOLS



### AYUBOWAN - A MESSAGE TO OUR GUESTS

The welfare of all our guests and team members is of the utmost importance, and Anantara hotels worldwide are busy implementing new health initiatives for when lockdown is lifted and our doors to discovery reopen.

While all hotels adhere strictly to local government and World Health Organization (WHO) guidelines, Anantara's new Stay With Peace of Mind programme features heightened cleaning and hygiene measures in compliance with industry experts, Ecolab. These rigid guidelines will be overseen by a dedicated Guest Guardian at each hotel, with all team members receiving ongoing training to provide guests with up-to-date information.

Building on Anantara's holistic 360 approach, extra sanitisation extends from all guest areas to supply chain deliveries, culinary preparation areas and housekeeping procedures. Guest wellbeing throughout their stay is also being enhanced by limited contact, safe social distancing and private experiences – from airport transfers, check-in procedures and dining, to immunity-boosting cuisine prepared by our culinary brigade.

### WELCOME BACK

As we envision and hope for a brighter future, Anantara Tangalle Resort looks forward to welcoming you back with our traditional hospitality and personalised service – connecting you to this island we call home, immersing you in unique cultural experiences and celebrating the freedom to explore in authentic luxury.

## GUEST TRANSPORTATION AND VALET SERVICES

1. A driver will accompany the guest during transportation and safe social distancing will be maintained.
2. The number of guests per vehicle will vary as per the type of vehicle to maintain safe social distancing.
3. All vehicles will be cleaned and disinfected as per Sri Lanka Ministry of Health guidelines.
4. Masks and gloves have been made mandatory for all drivers and hotel representatives to reduce the risk of contamination.
5. Disposable face masks, gloves and hand sanitizer provided to the guests in transit along with an iPad which includes resort information and menus within.
6. Telephone charging cables will be provided individually and hygienically sealed.
7. Valet parking service is not operational till further notice. Guests are required to park owned vehicles and retain the key.

## ARRIVAL AND CHECK-IN

1. Guest to provide all required e-documents (e.g. Government-issued photo ID) and a signed Health Declaration Form prior to arrival.
2. The guest temperature will be checked at the entrance of the resort with infrared thermometers. The daily temperature of guests will also be recorded.
3. Guests welcomed with a traditional 'Ayubowan' (palms together) while maintaining a 2 meter safe distance.
4. Hand sanitizers available at the front desk and at all guest contact points while safe social distancing guidelines will be in place to avoid overcrowding.
5. Sanitizing foot bath rubber mats available to disinfect footwear.
6. Room key card will be disinfected in a UVC sterilization box before being issued. Front office team members will wear face shields to avoid direct contacts with guests.
7. Luggage exteriors will be sanitized in a UVC sterilized chamber or by using alcohol-based disinfectant during arrival.
8. Once the guest has checked-in to the room, the team member will acknowledge social distancing and place luggage as per guest preference.
9. The guest services team member will escort the guests through airy staircases and will avoid elevators unless required. Elevator surface area and buttons will be cleaned using an alcohol-based disinfectant.
10. Room orientation carried out keeping safe social distancing and additional information will be shared in guest TVs.
11. In-room check-out for villas and rooms offered to guests.
12. Guest is requested to report to the Front Desk immediately in case he or she is feeling unwell during the stay to avail dedicated 'Guest Guardian' services.





## PUBLIC AREAS

1. Hand sanitizer dispensers will be available at all public spaces around the hotel.
2. Public areas and all guest touchpoints sanitized with alcohol-based disinfectant.
3. Social distancing guidelines will be practiced in arranging all indoor and outdoor guest seating.

## HOUSEKEEPING

1. Surface areas and linen thoroughly disinfected before check-in.
2. UVC light disinfection or alcohol-based disinfectant will be used to treat rooms before guest arrival.
3. Disposable face mask, gloves, a bottle of sanitizer will be placed in all rooms, villas and replaced when required.
4. Television remote in guest room enclosed in a plastic cover which is cleaned and sanitized.
5. Guest laundry will be wrapped and delivered in laundry covers to avoid any contamination.



## DINING

1. Hand sanitizer dispensers will be placed inside and outside of restaurants.
2. Digital menus available on guest room TVs and shared to the guest mobile device during arrival.
3. The restaurants will be set-up for à la carte and live stations maintaining safe distancing.
4. Seating will be set up with 2-meter gaps between tables.
5. All stewards will wear face shields, face masks and gloves during restaurant service.
6. Stewards will offer hand sanitizer to each guest on arrival.
7. Cutlery will be served in a personal sealed cutlery pack. Cutlery and other equipment replaced after every meal using gloves and directly sent to the cleaning and sanitizing afterwards.
8. Selected food items will be served as individual portions to each table.
9. All sauces and condiments served for each guest individually. Single portions and individual packaged wherever possible.
10. All food items will be only served in FSMS standard cooking temperatures according to COVID – 19 safety guidelines.
11. Kitchen equipment cleaned as per the Sri Lanka Ministry of Health guidelines.
12. Face masks, face shields and Gloves will be worn by all team members in the kitchen areas.

## IN-ROOM DINING

1. In-room dining menu will be displayed in guest rooms and TVs.
2. Food delivery to rooms will be made by the entrance. Tray clearance will be carried out from outside the room.
3. In-room dining plates covered with a dome, glassware wrapped, cutlery in a disposable bag together with a cloth napkin served to guest.
4. Guest may pre-order breakfast if desired and have meals in their accommodation.
5. Face masks, face shields and gloves will be worn by all the team members during the in-room dining service.





## RECREATION, GYM AND KIDS CLUB

1. Hand sanitizing stations will be available in the Recreation Centre, Gym and Kids' Club.
2. All contact surfaces will be sanitized before the next guest is allowed to use the facilities.
3. All the price list and Kids Club activity plan will be uploaded on guest room TVs and iPads for easy access.
4. All animators, trainers, kids club attendants and nannies will wear masks, gloves and maintain safe social distance with guests and their families.
5. Children over two years of age and up to five years should be supervised by a parent during all recreational activities.
6. A maximum of 6 children can use the Kids' Club facilities in the respective areas
7. Fitness facilities, yoga, water sports, Glider activities are only available by appointment for one guest or one family per time.
8. Increased distance between children on table work maintained. Outdoor activities will be incorporated.
9. All toys cleaned and sanitized between play.





## MEETINGS AND WEDDINGS

1. Maximum number of guests will be limited as per the guidelines set by the Sri Lankan Government. Please inquire on event capacity details directly from the hotel.
2. Full list of attendees must be presented to the hotel by the host before the event.
3. The maximum capacity of meeting space will be adjusted to facilitate physical distancing.
4. Introducing spaced out seating for all types for meeting room set-ups.
5. Rolling out temperature checks for the attendees, and masks will be mandatory.
6. Coffee and lunch breaks will be set up outside the room as per the health guidelines.
7. Mandatory temperature checks for contractors, suppliers and third-party partners who are also required to wear face masks and gloves during the pre-event setup.
8. All incoming luggage, boxes and supplies will be sanitized before entering hotel premises.
9. Stationery will be provided upon request.
10. The meeting room will be thoroughly disinfected with an alcohol-based sanitizer.
11. All food and beverage will be prepared back of the house to avoid contamination.
12. Culinary team members wearing protective masks and gloves will be the only staff allowed to handle and serve food.
13. A dedicated agent will be on hand to oversee the implementation of new cleaning protocols and adherence to the latest health and safety guidelines.
14. Right after the event, a thorough cleaning will take place before the next meeting can take place.



## PROTOCOL FOR TEAM MEMBERS

1. All team members trained fully on hygiene and personal safety with daily refresher briefings.
2. Back of house arrangements made to maintain the safe physical distancing and hygiene at all times.
3. Staggered times to manage team members entering hotel premises.
4. Daily temperature of associates recorded using a infrared thermometer upon entering the hotel premises.
5. Hand sanitizer dispensers will be available at the entrance of the hotel.
6. All uniforms will be freshly laundered for each shift while gloves and masks will be mandatory for all departments.

LIFE IS A JOURNEY. Visit [anantara.com](http://anantara.com)

