



**SEN WELLNESS**  
sanctuary

# Sen Wellness Sanctuary COVID -19 Policy

## **Transfers to the Sanctuary:**

- A fully sanitised Sen Wellness vehicle will pick guests up from the airport and bring them to the Sanctuary.

## **What are you doing to ensure my safety at the Sanctuary?**

Sen Wellness Sanctuary is certified by the Sri Lanka Tourism Development Authority as a 'Safe & Secure Level-1 Hotel.' This is an independent audit done by KPMG.

We are a small, private retreat centre located within a secluded nature reserve, offering an unparalleled location for these times. Rekawa Beach is a stone's throw from the Sanctuary and much of the time it is empty.

We have implemented the strictest protocol in response to COVID-19 as required by the Ministry of Health and Sri Lanka Tourism Development Authority.

- We will operate no more than a 75% occupancy rate at all times.
- The Sanctuary's beachside location means that we receive natural ventilation from the fresh sea air. The building's open architecture is designed to maximise airflow and we do not use any air conditioning, reducing the risk of viral transmission.
- The Sanctuary is a low-density space, our cabanas are separated by a walkway, and each has its own balcony and bathroom, offering you privacy and space from other guests.

- When you arrive, your luggage and footwear will immediately be disinfected. If not-vaccinated or not-fully-vaccinated, you will then undergo a PCR test and wait in your room for the result. If you arrive after 17:00, you will need to wait until the following morning to be tested.
- Service staff and therapists will wear masks and PPE according to WHO standards.
- Surfaces and equipment will be disinfected twice a day.
- Linens will be supplied in sealed covers and washed separately.
- All rooms will be disinfected after check out.
- We will continue to randomly test our staff for COVID-19.
- We will brief all staff according to the latest changes and developments in health & safety protocols

### **Are there any areas of the Sanctuary or surrounding area that I'm not able to spend time in or visit?**

All areas of the Sanctuary will be available to you.

You will also be able to visit neighbouring Rekawa Beach. However, please note that the current is too strong to swim on our doorstep and, due to current restrictions, we're unable to visit the rock pool for morning swims.

### **Are there any changes to the wellness programme and are there any treatments which are not available?**

All treatments are available as normal and will be carried out in accordance with the guidelines given by the Ministry of Health & Sri Lanka Tourism Development Authority.

### **What is your cancellation policy?**

If you need to cancel your booking for any reason related to COVID-19, we will offer you a full refund, or alternatively, you may have a credit note and transfer your booking to a future date.