



Dear Guests and Partners,

We at Song Saa Private Island deeply appreciate your loyalty. The trust you place in us is matched by our commitment to our mutual guests' health & safety. Recognizing the on-going uncertainty coronavirus (COVID-19) is causing around the world, our highest priority is the wellbeing of our guests and employees. With that in mind, we wanted to update you on the extensive precautions we have implemented to ensure the safety and welfare of our guests, staff and surrounding community in response to the Coronavirus outbreak. Our Island staff have undergone specific training to ensure all proper measures are adhered to.

### **Booking stage**

- We require passport copy, proof of vaccination (at least two doses) and a signed medical waiver (provided at booking stage) to confirm the booking.
- We strongly recommend that guest book a travel insurance which covers prepaid and non-refundable accommodation payments.
- Guests must comply with COVID19 related arrival measures put in place by the Cambodian authorities and the resort before and while visiting the island. To ensure the safety and wellbeing of our guests and employees, we reserve the right to reject or cancel a booking if we find the guests didn't meet these requirements.

Upon **arrival** at the Sihanoukville Port, guests and staff moving between the Island and Mainland are required to follow these procedures when boarding the resort's boat:

- Our Resort Doctor will conduct Rapid Antigen testing for Covid-19 at the Port Lounge for all guests aged 12 years and up.
- Guests arriving to the island on the same day and no longer than 3 days after they arrive to the country, can present the copy of their negative PCR, rapid test taken on arrival and immigration stamp. They will not need to get a second rapid test at our pier. However, the Resort reserves the right to ask the guests to take a second rapid test based on their recent travel history (countries visited in the last 14 days and current circumstances around COVID19 in those countries).
- All guests including children are required to wear masks inside the lounge and during the boat ride to and from the resort.
- All luggage will be sanitized by our staff before loading it into the boat
- Use of a hand sanitizer provided when boarding the boat.
- Undergo a temperature check conducted by one of our Guest Experience Ambassadors. Should there be a fever detected along with cough and/or cold symptoms, or a positive Covid test result, the guest will be taken to a clinic in Sihanoukville via the resort's transportation, to undergo health screening. Upon request, the doctor can facilitate a consultation on which hospitals certified to admit Covid19 positive patients are available in Phnom Penh, and check which are covered by the guests' insurance or at personal expense. Again, we strongly recommend for guests to book an insurance which will cover medical expenses and prepaid/non-refundable trip payments shall they test positive before or during their trip.
- Our speedboat is sanitized before and after each journey to the mainland.



We also have some enhanced service styles for the protection of both guests and team members:

- Guest's temperature is monitored daily by our Resort Doctor throughout their stay. If a guest presents cold/flu symptoms with or without elevated temperature, our resort doctor will repeat a Rapid Antigen test for Covid-19.
- It is recommended that all guests wear masks at all times in all parts of the resort except during mealtimes and when guests enjoy water activities.
- Our Housekeeping team and F&B team will clean/make up/turndown and replenish beverage in occupied villas while guests are out of the villa. If guests prefer to be present, they can stay in their private plunge pool area.
- All touch points in our villas and public spaces are thoroughly sanitized twice a day.
- All private pool water is drained and replaced after every guest check-out. Pool water is recycled for use in our gardens.
- Our Resort Doctor will conduct Rapid Antigen testing for Covid-19 for our team members in direct contact with guests.
- All our staff is fully vaccinated against Covid-19.
- Work spaces, offices and back of house areas are sanitized on a daily basis.
- All team members always wear masks except during meal breaks.
- Staff practices social distancing in our canteen and during internal meetings.
- Temperature checks are conducted daily before the start of duty for all employees.
- The resort uses FORWARD, a disinfecting chemical from Diversey containing ethoxylated alcohol and ammonium chloride which does not deteriorate hard surfaces.
- Supplies to make guests feel more at ease on the island such as hand sanitizers are available in the Villa and guests may request a mask from a member of our Guest Experience team.

## **FOOD & BEVERAGE**

- All guests will be offered hand sanitizers upon entry in any of our restaurants and/or destination dining venues.
- Our F&B team members will sanitize restaurant tables after every guest departs, before the next occupant; servers will be using gloves in the cleaning process
- All our Bartenders / baristas are wearing gloves
- In-villa dining team members wear gloves when providing service.
- Delivery of food and beverage in the villa will be as follows:
  - For one-bedrooms, the order will be put in the counter inside, near the door
  - For two-bedrooms, the order will be put on the dinner table near the door.
- We are moving towards contactless service where possible by our Song Saa family members who are guest facing, such as in-villa dining and in our restaurants. The resort is also providing Contactless service through our In-Villa Dining team when you order Breakfast, Lunch or Dinner in your Villa.



## **DEPARTURE**

Certified PCR testing facilities are available both in Phnom Penh and Sihanoukville with prior appointment. The certificate will be available the next day of sample collection day. In Phnom Penh, the negative Covid -19 certificate is issued by the Kingdom's Ministry of Health, while In Sihanoukville the certificate is issued by Sihanoukville Department of Health. As countries have different traveling restrictions and requirements, we suggest that guests verify with their resident country if they will accept the certificate that is not issued from the Kingdom's Ministry of Health. We recommend that guests schedule a few nights in Phnom Penh before they take an international flight.

We continue to monitor the evolving situation and will be keeping this policy under review. For any further information and updates please visit your respective embassy or World Health Organization (WHO).

We appreciate your cooperation and wish you a safe and wonderful trip onwards.

In gratitude,

Donald Wong  
General Manager  
Song Saa Private Island

Date: 10 January 2022