

## HEALTH ETIQUETTE FOR GUEST

At APSARA Beachfront Resort and Villa, we kindly ask our guests to comply with the following health etiquette rules:

1. Present the “Fit to Fly” health certificate certifying that he/she poses no risk of being infected by the coronavirus (COVID-19) disease.
2. Mandatory temperature check and health questionnaire upon arrival:
  - a. A guest with fever (a body temperature over 37.5 °C) will be sent directly to the hospital for testing. If tested positive, the guest must stay at the hospital for treatment.
  - b. A guest at risk of infection (the spouse and relatives of an infected guest) will be put under self-quarantine inside the hotel guest room. For more information, please refer to the [\[link “Guest Quarantine Package” \]](#). Note that a guest under quarantine must pay for his/her stay.
3. Our staff can request to check the temperature of guests who appear to be sick with COVID-19 symptoms (cold, headache, sore throat, runny nose, cough and sneeze, and breathing difficulties) at any time during their stay.
4. Our staff and operations are guided by a stricter health guideline. To see what we do for you, please refer to our [\[link “Safety, Hygiene, and Health Procedure”\]](#).
5. Face masks and alcohol-based sanitisers are available for guest use. Guests are encouraged to wear face masks when they are out of their rooms.

## **SAFETY, HYGIENE, AND HEALTH PROCEDURE**

To ensure a smooth running of operations as well as the safety of guests and staff, our staff must strictly comply with the following safety and hygiene measures:

### **General:**

- Staff must take necessary precautions, including maintaining social distancing and ensuring good personal hygiene.
- Staff with COVID-19 symptoms (cold, headache, sore throat, runny nose, cough and sneeze, and breathing difficulties) must stop working immediately and visit the doctor.
- All staff are screened daily on arrival for body temperature and symptoms of illness.
- All staff are required to wear face masks and appropriate protective gear in all areas of the resort at all times.
- COVID-19 Crisis Management team established as a coordinating agency.

### **Front Office:**

- Guest service officers are responsible for monitoring guests' health conditions and keeping guests updated.
- Room division officers responsible for arranging a quarantine zone/guest quarantine rooms for emergency use.
- Reception furniture, desks, and chairs must be cleaned regularly with 70% alcohol-based disinfectant and/or Dettol disinfectant.
- Control the traffic in the lobby and remind guests to maintain social distancing. Big group check-in is no longer appropriate.
  - Lobby seats should be at least 1.5 to 2 metres away from each other.
- Guest luggages will be sanitised upon arrival.
- Hotel cars and shuttles:
  - After every use, steering wheel, console, door and ceiling handles, seats, and mirrors must be cleaned with disinfectant.
  - Alcohol-based sanitisers must be equipped in hotel cars and shuttles.
  - MU-7 car can accommodate 2 passengers while the shuttle car can accommodate up to 5 passengers to ensure social distancing.

### **Housekeeping:**

- All contact surfaces, both in the guest room and public area, must be cleaned with disinfectant (70% alcohol disinfectant, Dettol, and bleach).

Guest Room	Public Area
<ul style="list-style-type: none"> <li>Handles and knobs</li> <li>Hard surfaces (tables, desks, closet)</li> <li>Bathroom surfaces</li> <li>Bath amenities (trays, hair dryer, tissue boxes)</li> <li>Switches and electronic controls</li> <li>Telephones and remotes</li> <li>In-room food and beverage (kettle, glassware)</li> </ul>	<ul style="list-style-type: none"> <li>Beach and pool areas</li> <li>Restaurants and bars</li> <li>Kids room and playground</li> <li>Library and internet corner</li> <li>Fitnesses</li> <li>Lounge chairs</li> <li>Meeting room</li> </ul>

- Bed linens, duvet covers, pillowcases, sheets, and towels will be washed in high temperature cycles.

**Maintenance:**

- Anti-bacterial water treatment.
- Higher concentration of pool chlorine.
- UV LED and ozone sterilisation in guest rooms after check-out.
- Increased air conditioner cleaning.

**Food and Beverage:**

- Restaurants and bars operate normally, but with reduced capacity and seating to maintain social distancing.
- Tables, chairs, and all contact surfaces must be disinfected after every use.
- Buffets are no longer available. Guests can only order a la carte menus which will be freshly prepared.
- Take away option is available for those who do not wish to dine in. Room service will remain available.
- The 'pre-order' system to control guest traffic in restaurants and bars.