



SAFETY, HYGIENE, AND HEALTH PROCEDURES

We are certified by The Amazing Thailand Safety and Health Administration (SHA) and we are committed to creating a safe and clean environment for our guests and staff.

The following procedures are designed to make you feel safe when you visit us:



GENERAL

- All staff are screened daily upon arrival.
- All staff are required to wear face masks and appropriate protective gear in all areas of the resort at all times.
- Hand sanitisers are placed around the hotel for guest and staff use.
- All public areas are regularly cleaned with disinfectant.

RECEPTION

- Traffic in the lobby is controlled to maintain social distancing.
- Guests luggages are sanitised upon arrival.
- Hotel cars and shuttles are cleaned with disinfectant after every use.
- Guest Service Officers are responsible for monitoring guests' health conditions and keeping guests updated.

HOUSEKEEPING

- All contact surfaces—both in guest rooms and public areas—must be cleaned with disinfectant.

Guest Room	Public Area
Handles and knobs	Beach and pool areas
Hard surfaces (tables, desks)	Restaurants and bars
Bathroom surfaces	Kids room and playground
Bath amenities	Library and internet corner
Switches	Fitnesses
Telephones and remotes	Lounge chairs
Kettle and glassware	Meeting room

HOUSEKEEPING

- Bed linens, duvet covers, pillowcases, sheets, and towels are washed in high temperature cycles.
- UV LED cleaning and fogging sterilisation in guest rooms after every check-out.

MAINTENANCE

- Anti-bacterial water treatment
- Increased air conditioner cleaning

FOOD AND BEVERAGE

- Restaurants and bars operate normally, but with reduced capacity to maintain social distancing
- Tables, chairs, and all contact surfaces are disinfected after every use.
- Guests are required to wear mask before entering the buffet line.
- During buffets, gloves are given out to guests to reduced cross-contamination.

WE KINDLY ASK GUESTS TO COMPLY WITH THE GUIDELINES BELOW:



TEMPERATURE CHECKS

Temperature checks upon check-in and when entering the restaurants.



HEALTH QUESTIONNAIRE AND CONTACT TRACING APP

Guests are required to complete a health questionnaire upon arrival. Additionally, guests are encouraged to check-in via the "MorChana" contact tracing application.



WEAR MASKS

Guests are required to wear face masks when entering the restaurants and buffet line.



COMPLY WITH THE PROVINCIAL HEALTH REGULATIONS

In the event of a COVID-19 surge, Phang Nga Province may impose strict entrance rules. If you are unsure and need assistance, please reach out to our staff.