



Dear Valued Guest

Welcome and thank you for choosing to stay at Emirates Palace, Abu Dhabi.

In response to COVID-19 pandemic, please rest assured that our extremely high standards of health and hygiene are firmly in place, and we have implemented an additional 'We Care' program of stringent protocols to further safeguard the comfort, health and safety of guests and colleagues, which remains our highest priority.

It is mandatory that all guests wear a mask at all times when present in any public area throughout the hotel. The use of mask is only mandatory when social distancing at outdoor spaces within the hotel cannot be respected.

During your stay, our colleagues will do their utmost to delight you with our legendary service while maintaining physical distancing.

For your comfort and convenience, each room is provided with a 'We Care' Kit. Should you have a preferred time for room make up or prefer no service, please let us know by contacting Housekeeping.

In the meantime, should you require any assistance, please contact the Duty Manager at extension 7118.

Thank you.

Warmest regards

Matthias Kindl  
Hotel Manager