



**HEALTH AND SAFETY ASSURANCES**



## **HEALTH AND SAFETY ASSURANCES AT MANDARIN ORIENTAL**

### **A MESSAGE FROM OUR CEO**

These are challenging times and now, more than ever, the comfort, health and safety of our guests and employees is our primary concern. Mandarin Oriental's extremely high standards of health and hygiene are all firmly in place at our hotels around the world, and we remain alert to advice, from health experts and government authorities, adapting our best practices accordingly.

As and when your thirst for adventure and new experiences returns, Mandarin Oriental will be here to welcome you with warmth. When you next check-in with us, you will notice certain changes in our procedures to ensure your safety and comfort, including the implementation of our 'We Care' programme.

This has been designed to ensure that you remain well taken care of and still receive the service excellence that you have come to expect from Mandarin Oriental. While we adapt to this new situation, our colleagues continue to surprise and delight our guests with service that truly comes from the heart.

Should you wish to discuss these or any specific concerns you have prior to your arrival, each hotel will be happy to do so directly with you.

In the meantime, I would like to thank you for being a fan and we look forward to welcoming you again soon.

A handwritten signature in black ink, appearing to read "James Riley", is positioned above the printed name and title.

James Riley  
Group Chief Executive  
Mandarin Oriental Hotel Group

## IN RESPONSE TO COVID-19 YOU WILL NOTICE MANY ENHANCED HYGIENE AND HEALTH PROTOCOLS.



Temperature check recorded against your personal details.



The completion of a travel declaration and health form.



The use of hand sanitizer when presented.



The wearing of a mask at all times excluding when you are seated to dine or relaxing by the pool.



Decontamination shoe mats are placed at the shuttle boat and all entry points to the hotel.

## CLEANING & SAFETY MEASURES

1. The guest's cleaning preferences are retrieved before each guest's arrival.
2. All luggage is sanitized with Peroxide Multi Surface Cleaner and Disinfectant from Ecolab and labeled as "sanitized".
3. Items such as the guest's passport, credit cards or bill are transferred using a tray.
4. Rooms are swab tested before arrival.
5. An Ozone machine is used for 20 minutes in every room after deep cleaning and then the room is sealed.
6. Only one group of people are allowed per elevator.
7. Disinfected Yoga mat, stationary and rubber flip flops will be provided on request.

# GUESTS OF RESTAURANTS

## CLEANING & SAFETY MEASURES

1. Every table is placed at least 2 metres away from the next one.
2. Number of guests per outlet is limited and monitored.
3. Napkins are hygienically packaged after washing and opened by the guests.
4. Tables and chairs are sanitized after each use.
5. Mandatory temperature check with a limit of 37.5 C.
6. Mask must be worn.

## CLEANING & SAFETY MEASURES



Mandatory temperature check at the entrance of The Oriental Spa.



Fill out the Internal COVID-19 Health Declaration Form upon arrival.



Apply hand sanitiser at the entrance, during check-in, after treatment and at departure.



Spa staff and Spa guests are required to wear a face mask at all times.



All spa treatment rooms swab tested daily.



Relaxation area remains open with a safe distance of at least 2 metres between each sofa and chair.



All fruit and snack containers are covered.



Tea and snacks are served in the treatment rooms instead of the relaxation area.

## CLEANING & SAFETY MEASURES



Mandatory temperature check at the Fitness & Wellness Centre entrance.



Fill out the COVID-19 Health Declaration Form upon arrival.



Apply hand sanitizer before entering the building.



Face masks are not required to be worn in the exercise area.



10 people maximum in the gym at any one time.



Inside group yoga class is maximum 4 attendees and group exercise class is maximum 2 attendees.



Guests reserve 60-minute gym time slots. The Fitness & Wellness Centre then closes for 30-minute deep clean and sanitisation.



2 people maximum in the sauna and steam room.



3 people maximum in the changing room.