



CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

"Space is Luxury"

Social Distance is Guaranteed

Christian Fuchs
General Manager



CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

Purpose

To establish the best practice procedures in accordance to the local and international health authorities to ensure safety and wellbeing of our guests and employees



Hotel Entrance

Disinfection gate automatically spraying approved sterilizing materials from Ministry of Health to guarantee guests' total disinfection prior hotel entering.



Human Resources

- Staff temperature is measured and recorded twice per day.
- Staff attendance is recorded so **NO CROSS CONTACT**.
- Staff presenting symptoms will be excluded from work immediately and sent to the doctor.
- Developing a training plan about social distancing, hand hygiene and the virus transmission.

House Keeping

- Following the POSI protocol in cleaning and disinfecting all hotel's areas.
- Increase the frequently of cleaning public toilets to be every hour.
- Regular hand sanitize with hypocrite solution 1000ppm.
- All public surfaces areas to be sprayed with disinfected spray to ensure zero virus transmission.





CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH



Guest Rooms *after check-out*

- Cleaning will be with trained staff.
- Specific cleaning and PPE will be used.
- Remove bedding and towels.
- Bag these separately before transferring to laundry into labeled plastic bag.
- Bed linen and towels will be washed with certain water temperature of at least 70 degrees.
- In toilets disposable toilet rolls, amenities, teabags, coffee, etc..
- Rooms will be left unoccupied for at least 72 hours and disinfection deep cleaning.



CLEOPATRA
LUXURY RESORT - SHARM EL SHEIKH



**NO
ENTRY**

Guest Rooms *occupied by suspected COVID-19 guests*

- Guests will be quarantined in the room for 14 days.
- Housekeeping service will not be allowed during this period.
- Guests will be provided with the needed cleaning tools and sanitizers.
- Guests' linen will be placed and cleaned separately in a different color code bag.



CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

Kids Club & Animation

- Kids' programs will be only in open areas, Kids' Club indoor area will be closed.
- All touchable surfaces will be sanitizers every hour.
- Animation team will sanitize their hands frequently.
- Shows will take place only at the amphitheater with 2.5 distance between each guest.
- Parties and gatherings will be cancelled.
- Animation shows will be in a different concept to be appropriate with the current situation.
- Guests will not be included in any shows.



Restaurants & Bars

- Distance between tables will be not less than 2.5 metres.
- Set menu will be provided for breakfast, lunch and dinner.
- COVID-19 quarantined guests will be having their meals served in the room with disposable supplies.
- All staff will be wearing gloves and masks which will be changed frequently.
- Guests are not allowed to touch any food.
- Sanitizers will be available in all hotel areas including all restaurants and bars.
- A la carte restaurant will work only with 20% capacity with tables distance of 2.5 meters each.



Do not touch
the food



Please wash
your Hands



CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

Restaurants & Bars

continuous

- Room service menu will be offered to all guests at their convenient.
- BBQ will take place at the beach.
- Disposable face towels will be available for guests' use.
- Coffee and soft drinks machine will be disinfected frequently.
- Dish washing machine will be checked and washed with disinfection chemicals frequently.





CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

Swimming Pools

- Sunbeds will be placed with a minimum of 3 meters distance.
- Pool hand rails will be sanitized with chlorine solution every 30 minutes.
- Towels card will be sanitized after each guest use with chlorine.
- Daily sanitation process to all hotel pools to ensure a total healthy purification process as per ministry of health instruction.



Beach

- Lounges at the beach side will be with a distance of a minimum of 3 meters.
- Guests will be asked to wear their masks even on the beach side.

Quality Assurance

- All departments will be internally audited by professional trained inspectors to ensure total health and safety standards are well adhered.
- Frequent evaluation of all hotel sanitizers efficiency.
- Intensive and regular disinfection instructions training to all employees.



Clinic & Pharmacy

- Any suspected case will be transferred to hotel clinic.
- Rapid test will be used for all guests when needed.
- Hotel doctor will be available onsite hrs.
- Available in the pharmacy masks and gloves.
- Pharmacy operates from 10:00 – 22:00



CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

General indicative signs will be placed in all hotel's areas to ensure total health and safety precautions to all our guests..

COVER YOUR COUGH

Stop the spread of germs!

Use a tissue to cover your mouth and nose when you cough or sneeze



Throw your tissue in the waste basket



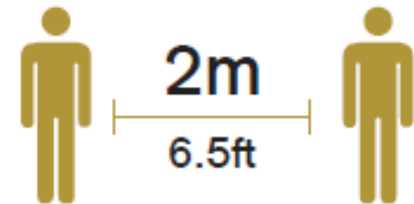
OR

Cover your cough or sneeze with your inner elbow, not your hands

Wash Your Hands



After coughing or sneezing, wash for 20 seconds with soap and warm water or clean with hand sanitizer



إلتزم بمسافة التباعد الجسدي
ودائما إستخدمه

Maintain social distancing
and always use:



قناع الوجه
Face Masks



قفازات مطاطية
Disposable Gloves