



"Space is luxury"  
Social distance is  
guaranteed"

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General Manager



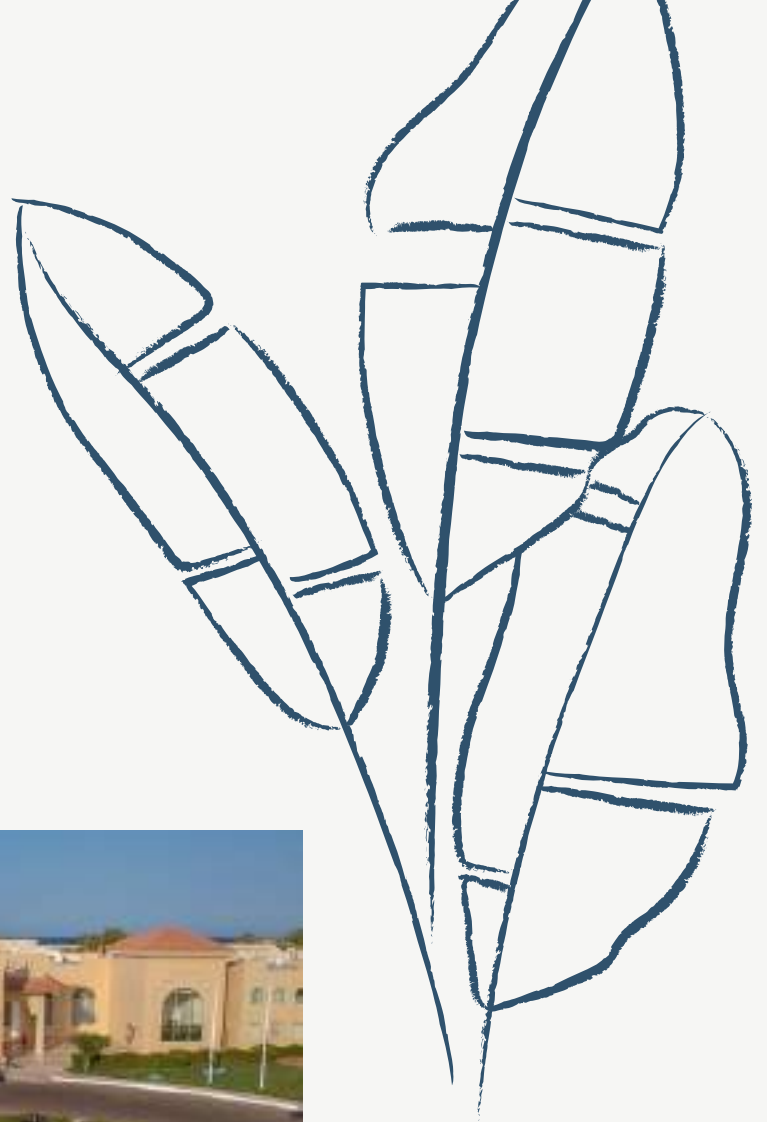


# Purpose

To establish the best hygiene practice procedures and to ensure safety and well being of our guests and team members

## Hotel Entrance

*Sanitize gate was ordered by our head office where guest and their luggage will be sanitized upon arrival*





# Human Resources

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



# Housekeeping

- Following the POSI protocol in cleaning and disinfection
- Increase frequently of cleaning public toilets to be every hour.
- Sanitize all hand surfaces with hypocrite solution 1000ppm
- All public areas will be sprayed with sanitizer every day.
- Masks & uniform will be provided



# Guest Rooms after check out

- Cleaning must be undertaken by trained staff.
- specific cleaning and PPE should be used.
- Remove bedding and towels. Bag these separately before transferring to the laundry into labeled plastic bags.
- Bed linen and towels must be washed with a water temperature of at least 70 degrees
- Dispose of toilet rolls, toiletries, teabags, coffee etc.
- Rooms will be left unoccupied for at least 72 hours after cleaning.



# Guest Rooms currently occupied by suspected people

- Guest is quarantined in the room for 14 days.
- No housekeeping service allowed to enter this rooms.
- Guest will be provided with cleaning and sanitizing tools.
- Linen is bagged separately into color coded bags.



**NO  
ENTRY**



# Kids Club / Animation

- Kids program in open areas, kids club will be closed
- All touchable objects will be sanitized every hour.
- Animation team to sanitize their hands frequently
- Shows will take place in the Amphitheater with 2.5 meter distance between each guest.
- Parties & gatherings will be cancelled.
- Animation shows will have a new concept and no guest included to avoid the contact



# Restaurants & Bars

- Distance between tables will be not less than 2.5 meter
- Set menu will be provided
- Room service for quarantined guests with one one-way utensils.
- All service staff will wear gloves and masks which will be changed every 15 min.
- Sanitizer dispenser will be available in all outlets.
- Service staff will provide anti bacterial gel and spray for the guests.
- A la cart restaurants will work with the capacity of 20 persons instead of 80 with a distance of 2.5 meters.



# Restaurants & Bars

- Room service menu will be offered to the guests.
- BBQ dinner will take place at the beach.
- Face towels will be replaced with one way towels.
- Coffee & soda machines will be disinfected every 15 minutes.
- Dish washing machines to be checked frequently with its chemicals and temperature.
- One way drinking glasses at bars
- Restaurants will be sanitized after each meal.
- Products from suppliers will be sprayed upon receiving.



W E C A R E



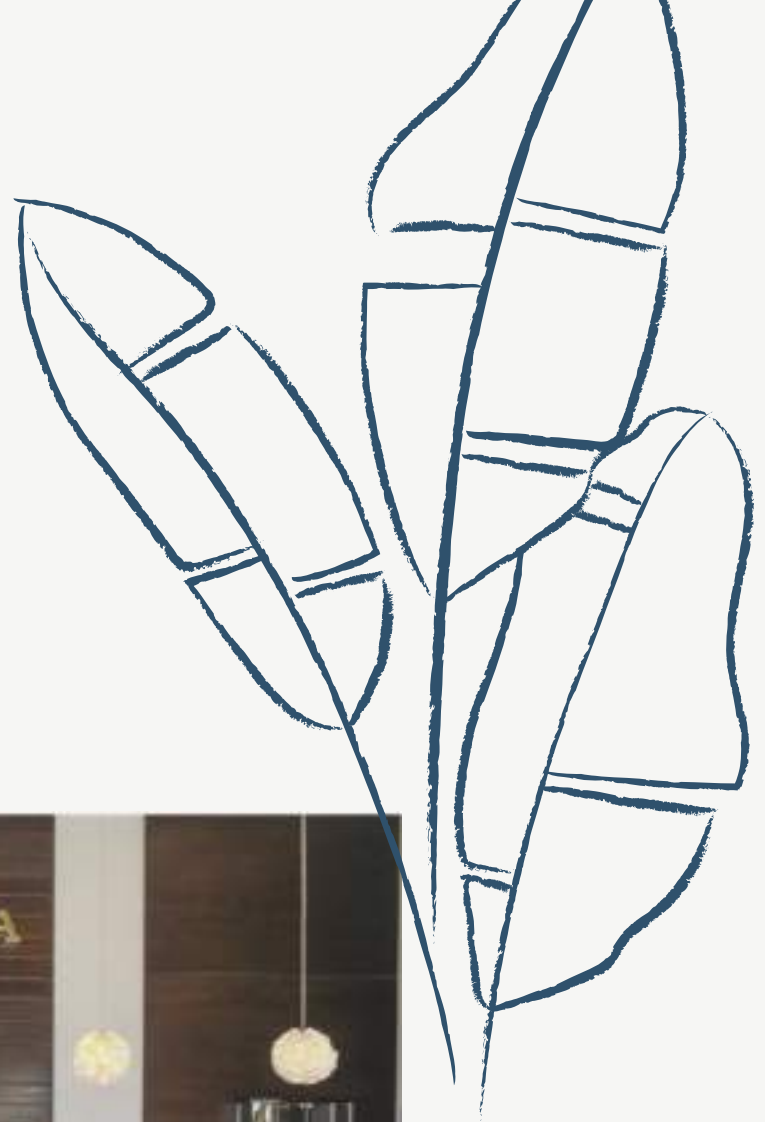
# Swimming Pools

- *Sunbeds with 3 meters distance*
- *Pool hand rails are sanitized with chlorine solution every 30 min.*
- *Towel cards are sanitized after each guest with chlorine.*
- *Daily maintenance of swimming pool with chlorine concentration as per our standard*



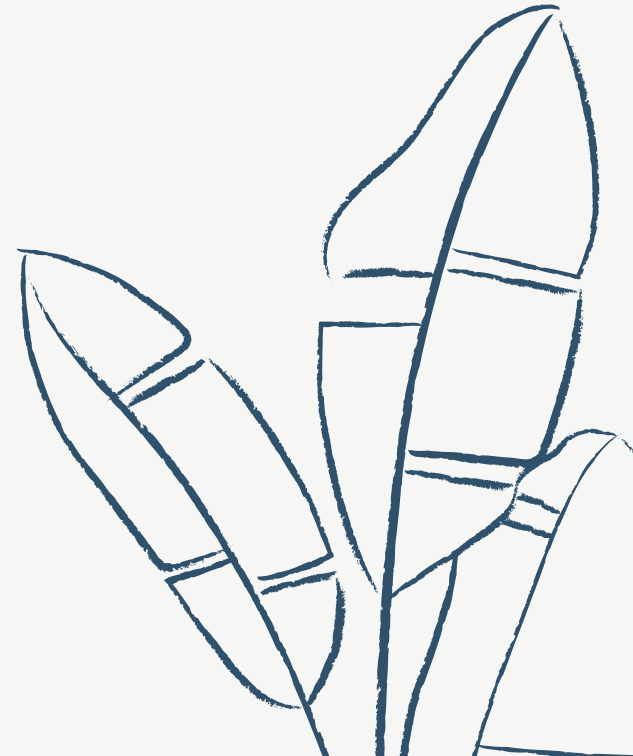
# SPA

- Sanitization of all touchable objects every one hour with chlorine 1000ppm
- Staff will wear masks while working



# Beach

- *One umbrella occupied and one umbrella empty.*



## Quality & Assurance

- All departments were internally audited to ensure adherence to the required standards.
- Evaluation of the sanitation efficacy of surfaces and rooms by taking swabs and using Hygiene devices.
- Intensive on job-training to all the staff

## Clinic

- Any suspected case will be transferred to the hotel clinic.
- Rapid Corona test will be used for suspected cases.
- Hotel doctor available 24 / 7

## Pharmacy

- Big stock of masks and gloves will be available for the guests.
- Opening hours from 10:00 - 22:00

# Laundry

- Laundry area will be sprayed with sanitizer daily.
- Cloths will be washed with the needed chemicals and water temperature of 90 degrees.
- Guests laundry which was worn upon arrival will be washed free of charge.

