

# ALLSAFE

Cleanliness and Prevention Label

**MÖVENPICK**  
RESORT & SPA EL GOUNA





Accor has introduced intensified hygiene & prevention measures to ensure your safety. The ALLSAFE label verified by Clifton represents our new elevated cleanliness protocols and standards and provides assurance that these standards have been met in our hotels.



Dedicated guest hotline to answer questions and to best prepare their stay



Social distancing enforced in all common areas



Sanitiser provided in key public areas. (front desk, elevators, restaurants, etc.)



Employees given comprehensive safety and hygiene training



Reinforced food safety standards and new protocols



Reinforced cleaning program in guest rooms and public areas with frequent disinfection of all high touch areas

Welcoming, safeguarding and taking care of others is at the heart of what we do and who we are. The health, safety and well-being of our staff, guests and partners remains our top priority as the world goes through this unprecedented crisis

Accor has now established some of the most stringent cleaning standards and operational procedures in the world of hospitality to ensure guest safety as hotels reopen around the world.

Mövenpick Resort & Spa El Gouna is certified with the “Hygiene Safety Certification” by the Egyptian government and all measures are in accordance with the guidelines and requirements of the local authorities.

All information is subject to changes and updates at any time if required by the local authorities or advised by public health organisations.



٢٥٢

**CERTIFICATION**

**شهادة**

**فندق / موفنبيك الجونة**

قد استوفى الضوابط العامة للفنادق والمنشآت السياحية  
ومرخص له باستقبال الزائرين بحد أقصى ٢٥ ٪ من طاقته الإجمالية

**Hotel / Movenpick El-Gouna**

**Meets the general regulations for hotels and tourism resorts  
and is licensed to receive guests with a maximum of 25% of its total capacity**

غرفة المنشآت الفندقية

وزارة السياحة والآثار



**خلود حياقل**

**مسار صلاح**



# General Preventive Measures

- Reinforced cleaning and sanitation process conducted as per protocol of the Ministry of Health in all hotel areas including rooms, lobby, restaurants, bars, pool, beach and other facilities with hourly disinfection of high touch areas
- Sanitizer dispenser are available at key points around the hotel (lobby, restaurants, toilets, elevators, etc)
- A medical clinic is available in the hotel in addition to El Gouna Hospital services
- A separate quarantine area for guests and employees is available
- Queue management is implemented in all common areas
- Multilingual precaution signage and guest communication is in place

Welcoming our Guests

- Check-in procedures have been adapted to reduce contact and partitions at the front desk are providing additional protection for guests and employees
- A dedicated customer hotline is available to assist guests prior and during their stay
- Guests are provided with individual mask, sanitizer and wipes upon arrival
- Temperature checks are conducted and recorded for all guests and employees each time when entering the hotel and daily in the restaurants. Persons showing symptoms or signs of illness will be announced to the local authorities
- A special sanitation procedure is conducted upon arrival for guests and their luggage
- All employees are wearing masks
- We recommend our guests to wear face masks in public areas, following local guidelines
- Elderly guests receive additional care and attention





Luggage Sanitation



Temperature Check



Contact-free Check-in

# Guest Rooms

- Reinforced cleaning and sanitation process is conducted as per protocol of the Ministry of Health including extra disinfection of high-touch room and bathroom areas as well as steam disinfection of textiles
- Unnecessary items have been removed such as stationary, brochures, decorative pillows
- The individual bathroom toiletries are replaced each time after check-out
- Beverages for the Minibar are available by individual order
- As per directive of the local authorities, daily housekeeping services will be limited; additional linen, towels and pool towels are provided in the room
- Guest rooms are fully sanitized after check-out and not entered for 24 hours
- A/C Filters are cleaned after every check-out
- Rigorous protocols for laundry and disposal of garbage, hazardous waste are in place



Housekeeping Trolley



Welcome Kit



Room Decontamination

# Restaurants & Bars

- Breakfast and dinner buffets have been replaced by a-la-carte/set menu dining
- The restaurants and seating's have been rearranged to allow a 2m safe distance
- Dining menus are presented in one-way or digital format
- Some of our restaurants and bars might temporarily provide a limited service or not be available
- Shisha facilities are not available.
- Reinforced cleaning and disinfection protocols are in place
- The table set up has been adapted with additional safety measures; individual hand sanitizing is provided with every meal
- Our hygiene and food safety protocols according to HACCP standards have been further reinforced with protocols for food safety, disinfection of deliveries, sanitized storage procedures, social distancing and Personal Protective Equipment implementation during work processes and food handling
- The Conference Area is temporarily closed. A gradual re-opening will be subject to guidelines of the local authorities whilst respecting all safety procedures



Safe Distancing 2 m



Hygiene Table Set-up



Breakfast Table Service

# Leisure Facilities



- Pools and beach are open
- All recreational facilities are subject to enhanced disinfection protocols with hourly disinfection of common hi-touch points
- Safe distance of min. 2m is respected at pool and beach areas
- Sunbeds and tables are disinfected daily and after each guest use
- Pool chlorine level is according to local guidelines with frequent monitoring throughout the day
- Animation activities, Kids Club and evening entertainment maintain safe distance and ensure sanitation guidelines
- Water sports and other sports facilities might temporary not be available
- The Spa, Jacuzzi, steam bath and sauna are temporary closed
- The Gym is open whilst respecting additional safety distance



Safe Distancing Pool 2 m



Safe Distancing Gym 2 m



Disinfection of Hi-touch areas

# Our Employees

- All employees are subject to regular health checks
- All employees are trained on safety & hygiene procedures to prevent the spread of infections
- All employees are wearing masks and are provided with Personal Protective Equipment as required for their job
- The employee areas and accommodation units are part of the reinforced cleaning and frequent disinfection procedures
- ALLSafe Officer is available 24/7

