



**WE ARE SAFE**

Covid-19 measures



**#1 CHECK-IN**



**#2 RESTAURANTS  
& BARS**



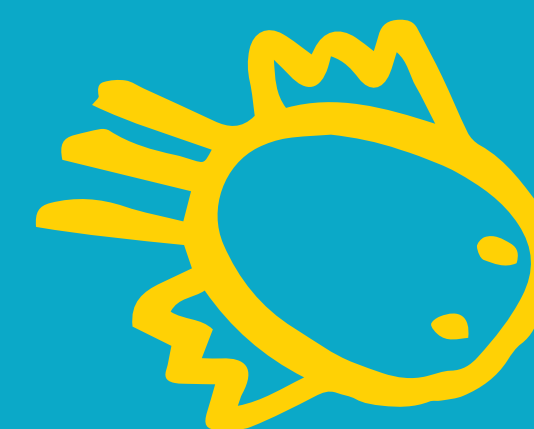
**#3 ACTIVITIES**



**#4 YOUR ROOM**



**WE ARE SAFE**



**#5 KIDS CLUB**



**#6 CHECK-OUT**

**#7 BACK OF  
HOUSE**



**#8 SCS  
CERTIFICATION**



# #1 WELCOME

## Arrival & check-in

Temperature monitoring and repeated during whole stay (guest showing body temperature of greater than 37.8°C will not be allowed in) •

Designated in/out passage and social distancing • Express check-in and hygiene station • Glass barrier to prevent direct contact • Hand sanitizer

• All our Family Members equipped with Personal Protective Equipment

• Disinfected welcome amenities • Frequent disinfection of lobby area, luggage and luggage carts • Face masks on sale at reception



## #2 WINE & DINE

### Restaurant & bars

Social distancing seating • Reservations required for large groups • Menus on board or digital display • Cleaning and disinfection of tables, chairs, linens and utensils after each use • Facemasks, visors and frequently sanitized hands for Family Members • Platted food service at restaurant and glass barrier at the bar



## #3 TIME TO RELAX

### Sports & leisure

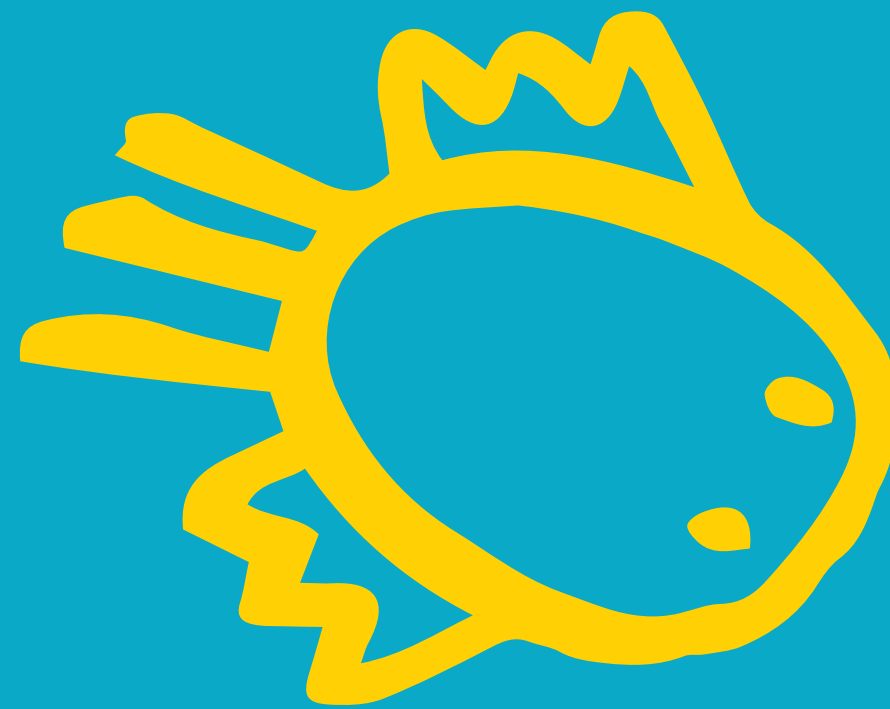
Abundant hand sanitizer stations • Increased disinfection of common areas by trained Family Members • Social distancing of beach & pool loungers, washroom, lift, lobby and other public areas • Regular disinfection of fitness & sports equipment and conference facilities (when used) • Social distancing activities • Disinfected Spa amenities and tools • Regular tests of pools & water systems



# #4 YOUR ROOM

## Housekeeping

Daily rooms deep cleaning and disinfection using electrostatic sprayers and ozone by our trained Housekeeping Team • Daily air conditioning cleaning and disinfection • Safe and disinfected turndown service



## #5 KIDS CLUB

Ayo le dodo

Regularly cleaned & disinfected • Temperature checks for kids •  
Disinfected amenities after each use • Outdoor and social distancing  
activities • Revised babysitter ratio for better supervision



# #6 CHECK-OUT

Express check-out for reduced contacts • Departure room follows all  
hygienic protocols



# #7 BACK OF HOUSE

Dedicated staff for health and hygiene measures • Extensive wellness & hygiene staff training • Increased disinfection of office & back of house • Temperature control for laundry • Regular audit • Designated drop off & hygienic protocols for suppliers

# CHECKED AND VERIFIED BY SGS

SGS international standards - One of the industry's highest-level certifications verifying best of class processes for quality and safety

SGS Hygiene Monitoring certification – One of the industry's most advanced third-party verification standards and is being implemented across Attitude Hotels

Food Check certification – Complies with certified and audited food safety practices based on the HACCP, an internationally recognized system for reducing the risk of safety hazards in foods



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