



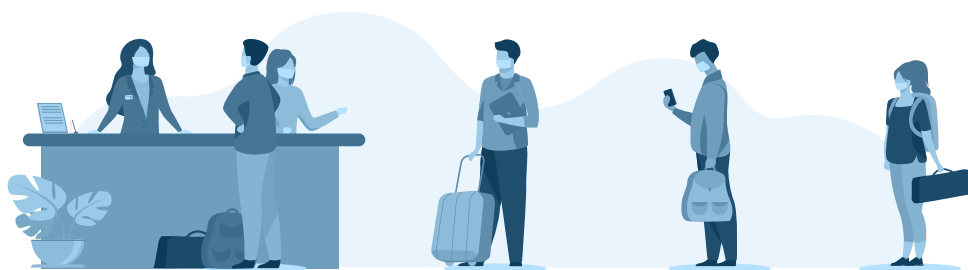
## Arrival Experience

- Personal Protective Equipment will be part of hotel associates uniform as they greet you from the airport.
- Scan the QR code available on the vehicle partition to access the guide on the new normal in the property.
- There will be a new maximum capacity for each vehicle to maintain physical distancing.
  - Sedan can accommodate 2 persons
  - Innova can accommodate 3 persons without luggage and 2 persons with luggage
  - Van can accommodate 4 persons with luggage and 6 persons without luggage
- Hand sanitizers and disposable wet wipes are available in every vehicle for guest to use.
- Thermal temperature scan is conducted at the entrance
- A disinfecting foot mat is placed at entrances to sanitize footwear.
- UVL disinfection is done on arrival for all luggage and bags.



## Enhanced Express Check-in & Checkout

- A Registration Card, Health Declaration Form and Payment link to guarantee stay will be included in the confirmation letter emailed to you.
- Health declaration form and registration card with identification cards of all staying guests must be sent to the hotel 3-days prior to arrival.
- Express check-out is available for all guests with credit card. Guest service will call a day prior to check-out to make necessary arrangement.
- Bags and luggage will be sent to your room after disinfection. Concierge will deliver bags to your door.
- Upon check-out, please leave bags by your door for concierge to pick-up.



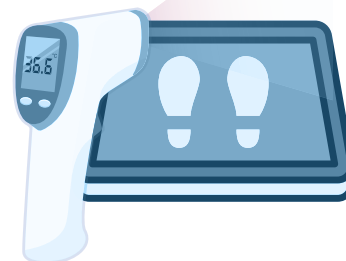
## Front Office

- Social distancing of 6 ft. is strictly implemented.
- All guest supplies such as key cards, pens and other physical collaterals are sanitized through a UVL cabinet.
- Quest Genius will assist guests on general hotel information via telephone.
- Hand sanitizers are available in different areas for guests to use.
- Face mask may be requested at the front desk should you need one.



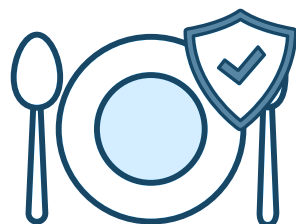
## Housekeeping/Rooms

- All guest rooms undergo thorough disinfecting and sanitizing using UVL fogger and electro static spray.
- There are no back-to-back arrivals, all rooms and meeting spaces are sanitized 24 hours prior to your arrival. An official sanitized seal is placed on each door after disinfection.
- Sanitary kit is added as part room amenities. This includes a Hand Sanitizer, Face Mask, and Disinfecting Wipes.
- Guests have the option for their type of service during their stay
  - Full Cleaning (regular make-up service)
  - Partial Cleaning (bathroom cleaning only)
  - Amenity Refill Only



## High Traffic Areas

- Thermal checking and sanitizing foot bath are conducted at the entrance of the property.
- Regular sanitization is done especially for frequently touched surfaces such as elevator buttons, hand rails and counter tops
- Physical distancing guides are available to maintain safe distance at all times



## Food and Beverage

- Thermal temperature check is done for all guests at the entrance.
- All guests are required to sanitize hands upon entering & leaving the restaurant and must wait to be seated.
- Restaurant will have new capacity to maintain physical distancing. Strictly follow the floor marking while on queue.
- To ensure social distancing in restaurants, tables are set up according to 4 guests per 10 sq meter.
- Time frame for breakfast will be available to limit the number of guests in dining area at all time.
- Ala carte service and bento box breakfast is offered.
- Restaurant will require reservation especially for a party of 4 persons and up.
- Room service will observe a no contact delivery. Staff will leave tray by the door and knock to wait for guest to carry tray in the room.
- Intensive and enhance safety training for food handling and preparation is regularly done.



## Banquet

- Social distancing is observed in all meeting spaces.
- As part of the new safety protocol, organizers will be required to provide a list of all attendees with complete contact details. This will be shared with local authorities should the need arise.
- Meeting Rooms are sanitized after cleaning. No back-to-back use of meeting space for the mandatory 24-hour sanitation window.
- Thermal scanning and disinfecting foot bath are conducted at the entrance.
- Hand sanitizers are provided at strategic areas in the meeting area.
- Food will be served through individually packed meals.
- Meeting kits are packed individually with re-usable amenities sanitized through UV light.
- Increased frequency in cleaning and disinfecting of frequently touched areas.
- Heightened food sanitation practice is strictly implemented.

We have also implemented our TARGET ZERO PROGRAM amongst all hotel associates. All hotel associates will play an important role in enforcing these guidelines with the goal of zero COVID-19 cases in the hotels.