

As the situation around Novel Coronavirus continues to evolve, we are actively making necessary changes to our protocols to ensure we provide safety and flexibility to our guests.

As always, the safety, security and health of our guests and team members is of the utmost importance and our highest priority.

Here are the actions we have taken:



### **Hygiene and Safety:**

Temperature screening of all employees is done at the entry point.

All employees are required to engage in frequent hand washing and hand sanitization.

Hand sanitizers have been deployed at entrance, reception, restaurants and all other movement areas.

Our staff is trained to avoid close contact and practice social distancing.

Guest Rooms - All touch points are disinfected and sanitized.

We maintain a 48 Hours minimum vacancy between guest rooms.

Increased sanitization measures to disinfect & sanitize public areas, elevators, room keys, public washrooms, restaurants, food production areas and high touch points.

Our staff has been trained to follow safe food handling practices.

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## Hospitality and Health:

Our team has been briefed on the additional measures and new protocols, is abreast of the latest news and information from local and national health authorities, and has a plan in place to adapt to **NEW NORMAL** effectively.

We have modified our **cancellation policy** and allow for full flexibility and cancellation up to 48 hours prior to arrival.

**For Third Party Travel Agent/Online Reservations:** Contact the booking agent directly to make any modifications to your third party reservation. We are not authorized to directly modify third party reservations.

**For Direct Reservations:** Follow the instructions on your Reservation Confirmation Email to cancel or modify your reservation. Call us directly at 0231-2532255/56 if you need any assistance

Whether you plan your travel now or in the near future, our friendly team members are ready to welcome you.