

ENHANCED SAFETY MEASURES

1 Plan with Confidence

- Free cancellation before 6pm local time on the day of arrival



2 Guest Areas

- Handshake-less welcome greetings
- Surgical masks are available for guests upon request
- Automatic sensor dispensers for hand sanitiser are placed at high traffic areas



3 Guest Rooms

- Essential amenities and single-use items are provided and sealed so you can be Far More Assured
- Staff are required to wear mask and gloves while entering or servicing rooms.
- Food grade bleach is used for the cleaning of cups and utensils provided in rooms
- Periodic disinfection of the corridors and guest rooms with misting machine
- Opt-in daily housekeeping services and contactless ways to exchange linens



4 Dining

- Options of takeaway bento and in-room dining service
- Single-use condiment sachets are provided at all dining outlets
- Juice and drinks are individually served
- Physical distancing is enforced for dine-in at restaurants



6 Back of house

- Increased frequency of deep cleaning in high touchpoint areas
- Staff are well-trained in upkeeping hygiene standards, handling emergency situations and providing medical assistance



5 Arrival and Departure Procedures

- Pre-register online prior to arrival to shorten check-in process
- Sterilising of key cards and stationeries
- Contactless checkout and payment methods are encouraged
- Care kits are provided to guests
- Guests' luggage and third-party deliveries are disinfected on arrival

Standard guidelines in adherence to Singapore's national standards

Temperature screening stations at all entrances | SafeEntry to log the entries and exits for contact tracing | Hourly disinfection and sanitisation for communal spaces and high touchpoints | Adopting of safe distancing measures across the property | Limiting of venue capacity to reduce crowd congregation | Cleaning and disinfection procedures in compliance with SG Clean guidelines | Enhanced sanitisation at dining area | Temperature screening and routine health checks, protective masks and gloves for staff