



Our promise 'Shangri-La Cares' comes straight from the heart. It underpins the caring spirit of our brand and guides our unrelenting efforts to ensure the well-being, safety and comfort of our colleagues, our guests and our partners. As part of our ongoing efforts to create a trusted and nurturing environment for you, we have embraced a series of safety standards and precautionary measures in our hotel.



### OUR PEOPLE

All colleagues will wear face mask and will be equipped with necessary personal protective equipment (PPE) including gloves when necessary.

Colleagues are trained on use and disposal of PPE, personal health and hygiene and enhance sanitisation standards.

Colleagues will practice safe physical distancing.

Comprehensive training, certification, recertification programmes for all colleagues.

Sanitation protocols developed in collaboration with Diversey Inc.

Enhanced cleaning and sanitisation of all areas.

Mandatory temperature screenings for all before entering hotel premises.



### ARRIVAL & DEPARTURE

Pre-arrival communications will offer information on health and safety measures.

Sanitising gel and mask will be offered to guests at the airport and/or during transfer organised by the hotel.

Disinfectant floor mats will be available at the hotel's entrance to clean and sanitise footwear.

Guest temperatures will be screened upon arrival.

Guests to fill out health and travel declarations forms.

For luggage assistance, bellmen will enter the room if unoccupied or will maintain a safe distance of 1.5 m if occupied.

Guests will be encouraged to check-in and express check-out using our Shangri-La Mobile App.

Cashless payment options will be available and encouraged for guests to use.



### COMMUNAL PLACES

Enjoy our facilities while respecting safe distancing within the hotel's 34 hectares of land.

Enabling safe distancing practices by reducing allowable capacities.

Temperature of guests will be screened upon entrance in restaurants, spa, gym and kids club.

Increased frequency (every hour) of sanitisation of all public areas, washrooms and high-touch surfaces.

Safety amenities including sanitising gels will be available at convenient locations in the hotel.

Signage will serve as gentle reminders for our guests to maintain a safe and healthy environment during their stay.

For additional safety, hotel's information will be offered through digital environment including television screens and through mobile phones using QR code.



## GUEST ROOMS & SUITES

Increased frequency of cleaning and sanitisation of all air handling units.

Thorough sanitisation and rigorous inspection process with attention to high touch items.

Limit in-stay housekeeping frequency and will observe safe distancing of 1.5 metres when guest is in the room.

Turn-down will be made optional to avoid entering rooms during guest stay.

All linen will be changed upon guest's request and will undergo sanitising using high temperature washing process.

Mini bar will be sealed upon guest's arrival, refilled upon request only and sanitised after guest's departure.

Additional room amenities will be available upon request only (shoe shine service, wet amenities).

Hotel information including services and facilities and in-room dining will be available through digital environment such as television screens and through mobile phones using QR code.



## RESTAURANTS & BARS

Increased frequency of sanitisation using recognised disinfectants and food safe sanitisers.

Restaurant and bar floorplans and seating capacities will be adjusted to be compliant with safe distancing guidelines.

Guests will be encouraged to wear masks and use hand sanitiser before proceeding to buffet stations.

Table service and set-up will be modified to accommodate individual or larger portions, with minimal settings.

Access to digital menus through mobile phones using QR code or single use menus will be offered.

Enjoy a new dining experience with exquisite menus in a contemporary island-chic style.

All dishes will be served covered.

Hygiene amenities including hand sanitising gels will be available.

All reusable guest contact items will be sanitised after every use (bill folders, pens, salt/pepper shakers and all other reusable guest items).



## LEISURE AND WELLNESS

Thorough sanitisation will be conducted with attention to high-touch contact items, such as gym equipment.

Sun lounges and nest beds will be sanitised after each use.

Safe distancing and capacity restrictions: Fitness Centre (max 5), CHI, The Spa reception (max 2) and kids club (max 10).

Guest must sign a health declaration form at the Fitness Centre and CHI, The Spa.

Safety amenities including hand sanitising gels will be available in all leisure and wellness facilities, including kids club.

Increased spacing or alternate exercise equipment and machines in use to practice safe distancing in the Fitness Center.

Disinfecting wipes will be available in the Fitness Centre..

Digital access to a comprehensive list of activities including water sports, inland activities, kids' activities and spa menu, through mobile phones using QR code.



Learn more about our  
health and safety commitment  
[shangri-la.com/cares](https://shangri-la.com/cares)

#shangrilacares