

One & Only Le Saint G eran

Thermal Cameras

Thermal cameras mandatory to all properties, or digital infra-red temperature measuring device in the absence of thermal cameras. All cameras to have valid calibration certificates. Points of entry for colleagues and guest will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 38 C will be taken to a private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 38 C will not be allowed entry to the property and will be directed towards appropriate medical care. Groups travelling together will not be allowed to stay at the resort and will be directed to local authorities. Visible temperature checks for guests and colleagues, in the future this function to be part of surveillance set up. For resort with Airport teams, temperature must be taken at the airport.

Physical Distancing

Guests will be advised to practice physical distancing by standing at least two meters away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Colleagues will be reminded not to touch their faces and to practice physical distancing by standing at least two meters away from guests and other colleagues whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and colleague entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, and convention spaces, elevator landings, pools, hairdresser, kids club, prayer room and exercise areas. Hand lotion will be provided in guest public areas.

Front of House Signage

There will be health and hygiene reminders throughout the resort including the proper way to wear, handle and dispose of masks. Our hygiene and sanitation guidelines will be shared on the website for our guests to review prior to arrival as well as it will be included in the reservation confirmations.

Case Notification

If we are alerted to a presumptive case of COVID-19 at the resort, we will follow the appropriate actions as recommended by the local authorities.

Kerzner resorts will have COVID-19 testing kit available as required, conducted by first responder or a medically trained resort staff. If a medical facility for guest is present at the resort, this is the location where the COVID-19 testing will take place.

Pre arrival

- o For bookings 15 days prior to arrival, guest travelling from countries or region where COVID-19 is active must provide detailed information on travel history prior to arrival.
- o For all pre-booked Guests all check-in formalities to be completed online to reduce contact and time at the front desk
- o Reservation confirmation to include safety, hygiene and other instructions to the Guests prior to arrival

Airport Host

- o Temperature to be taken at the airport.

Guest Arrival & Front Office

- o Room keys to be sanitized before stocking
- o Arrival and check in to happen with physical distancing interval
- o Security officer will greet each guest and guest will be screened and asked to use hand sanitizer and to wear a mask (provided by the resort).
- o Guest to wear mask during their stay, as per local authority's guidelines.
- o Check in process to be contactless where possible, all guest details to be received during pre-arrival

Food & Beverage / Restaurants

- o Guest recommended to book in advance
- o Temperature to be taken for external guest, establish guest journey
- o External guest to receive arrival and departure instructions upon booking
- o Table to be set once the guest is seated only
- o Hand sanitizer to be available at each table for guest
- o Spare mask to be available for guests, currently developing a bag to place guest mask
- o Napkin service to be suspended until further notice (no placing on a guest's lap)
- o Tableside cooking to be suspended until further notice
- o Bar snacks will be served per individual guest and not shared by the table
- o Guest seating on Sushi counter will not be available
- o Use of Private Dining Room will be depending on local authority guidelines
- o No cash payment transactions. Contactless credit card payment or posted to room account, ensuring pen is sanitized pre and post guest use.
- o Management reserves the right to remove guest from premises, who do not follow the strict rules of hygiene and safety

Spa

- o Guest to use their room shower
- o Temperature checks at the entrance are mandatory
- o Reduced spa service offerings in line with local regulations
- o Physical spa menu to be single-use disposable or digital
- o Revised treatment menu with outdoor treatments, wellness activities, treatments that can take place with therapist wearing appropriate PPE (i.e. foot massage, sound therapy, yoga)
- o Only inhouse guest can book appointments
- o Guest to receive arrival protocol, physical distancing guidelines upon booking

- o Appointment to be staggered, to ensure physical distancing guidelines are adhered to
- o No cash payment transactions. Contactless credit card payment or posted to room account, ensuring pen is sanitized pre and post guest use.
- o Management reserves the right to remove guest from premises, who do not follow the strict rules of hygiene and safety

Fitness

- o Gym's operating hours will be reduced from 24 hrs, to ensure a fitness instructor is present at all times to control traffic and capacity.
- o Temperature checks at the entrance are mandatory
- o Mandatory hand disinfection at the entrance / exit of the gym
- o In house guest only
- o Where applicable fitness offerings with alternative outdoor exercise options to be developed for guest, encourage use of the outdoor gym, bikes, boot camp respecting physical distancing.
- o Personal trainer available to develop individualized program
- o Fitness kit to be available at Gym for in room use
- o Sport gloves to be available, washed and disinfected after each use

Kids Club

- o Kids Club team will provide an in-room kit for children to enjoy
- o Outdoor activities with physical distancing guidelines, where applicable will be offered
- o Bespoke private sessions to be offered, where available

IRD

- o IRD Menu to be shared electronically, single use or verbally.
- o Limited IRD offering
- o Room service experience, can extend over the menu offering and the ultra-luxury restaurant experience can be provided in the guest room
- o No cash payment transactions. Contactless credit card payment or posted to room account, ensuring pen is sanitized pre and post guest use.