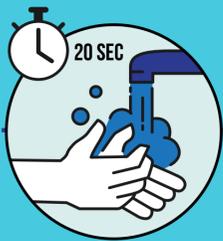


## HOW YOU CAN STAY SAFE



REGULAR TEMPERATURE CHECKS



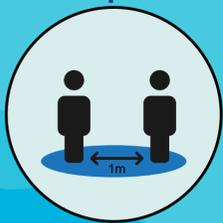
WASH YOUR HANDS AT LEAST 20 SECONDS



USE SANITISERS



WEAR A FACEMASK



FOLLOW SOCIAL DISTANSING



AVOID CROWDS



AVOID HANDSHAKE



DISINFECT CONTACT ELEMENTS

## Emergency Procedures



See a doctor



Stay at room



Don't doctor-hop

- ▶ Any flu-like symptoms from staff/guest shall be immediately reported to the doctor on site.
- ▶ Anyone displaying flu-like symptoms shall be isolated with immediate effect.
- ▶ Doctor should take a sample from the symptomatic case while utilizing appropriate PPE.
- ▶ Any person with a positive PCR screening result shall remain isolated in the room and be retested 3 days after the first test. If the second test result comes back positive arrangements should be made with HPA (Health Protection Agency) and Ministry of Tourism for the removal of the patient for further observation and treatment.
- ▶ Such incidents should immediately be reported to the Ministry of Tourism and Health Protection Agency.

— LET'S STOP —  
**CORONAVIRUS**



01

## Welcome and Arrival

We will take compulsory temperature readings and offer hand sanitisation. Physical distancing will be practised where there may be queues. Please help us complete an AAA Care health and travel questionnaire when you arrive.



- ▶ Disinfection – Disinfect guests and their luggage on arrival.
- ▶ Check temperature.
- ▶ Safe Keys – Disinfected Keys to be stored in a seal cover and handover to guest after their disinfection process.
- ▶ Minimal staff to receive guests and handle luggage.
- ▶ Recommend and encourage cashless transactions.
- ▶ Provide separate stationary for each tourist or tourists should sanitize their hands before and after using shared stationary.
- ▶ Staff to wash their hands with soap and water or use hand sanitizers after handling passports or documents of tourists.
- ▶ A glass/ plastic barrier at the reception counter
- ▶ Reception area to be cleaned and disinfected at least twice a day. High touch surfaces will be cleaned and disinfected every 4 hourly.



02

## Housekeeping

- ▶ Staff entering the rooms of guests to clean the room and change the linen will be wearing masks, work clothes, disposable or reusable (washable) apron over the work clothes, gloves and closed shoes.
- ▶ The doors and windows will be kept open when cleaning, to allow for good ventilation.
- ▶ Gloves and aprons will be changed every time before entering a different room.
- ▶ Used linen will be folded and placed in laundry bags or laundry hamper.



03

## Food and Beverage

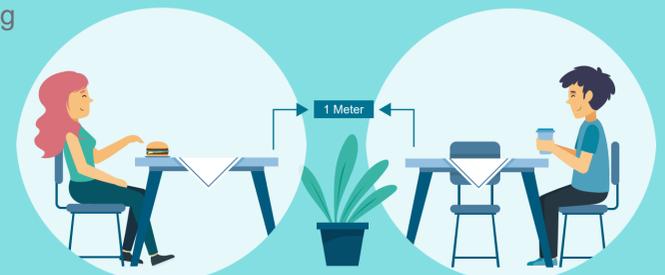
- ▶ Disinfect all surfaces before preparation of food.
- ▶ Disinfect Kitchen staff before entering the kitchen.
- ▶ Kitchen staff to be equipped with proper PPE.
- ▶ Thoroughly wash all raw fruits and vegetables before preparing.



04

## Restaurants / Bar

- ▶ Guest should wash their hands/ use hand sanitizer upon entering.
- ▶ Self-service will not be allowed. A staff will serve the guests at the buffet to avoid guests touching the items at the buffet.
- ▶ At the buffet, guests should wear masks and maintain 1-meter physical distance.
- ▶ Fixed allocation of tables for each room to reduce number of close contacts.
- ▶ Table / Seating arrangement are done with adequate physical distancing.
- ▶ Display the menu either by TV screen, display board or under the glass pad of the table.
- ▶ Dining tables and chairs will be cleaned and disinfected after every use.
- ▶ The restaurant premises, and all surfaces and food serving platforms, counters, to be cleaned and disinfected after every shift.
- ▶ Closed dustbins lined with dustbin bags will be available for disposal of used tissues/masks etc.



05

## Spa

- ▶ Guests must have a prior booking for the service.
- ▶ Guests having fever or respiratory symptoms will not use the service.
- ▶ Maximum capacity will be displayed at the entrance.
- ▶ Cleaning and disinfection will be done after each customer.
- ▶ Staff should wear masks. Perform frequent hygiene.



06

## Gym

- ▶ Prior booking must be done to use the service.
- ▶ Reduce persons inside the gym to a specified number to allow for physical distancing.
- ▶ Guests having fever or respiratory symptoms must not use the service.
- ▶ Allocated time slots for sessions so that gym can be disinfected after each session.
- ▶ Equipment will be cleaned and disinfected after each customer.
- ▶ There will be adequate distance (at least 6 feet) between equipment's to allow for physical distancing.



07

## Dive center

- ▶ Prior booking must be done to use this service.
- ▶ To allow physical distancing, non-diving family members and friends will not be allowed to enter the premises.
- ▶ All customers' personal items, including clothing, towels and bathrobes should be stored in a way that avoids contact with common surfaces. Bags, boxes, containers etc will be used to store these items.
- ▶ Lockers will be disinfected if used by any customer.
- ▶ Customers are encouraged to bring at least their own diving mask.
- ▶ Rental masks if used for fit-testing will be disinfected.
- ▶ Rental equipment will be disinfected as indicated, after each use, paying particular attention to regulators, buoyancy-controlled devices, snorkels and masks etc. After disinfection, keep the devices in closed bags for use later.
- ▶ Customers are not allowed to touch the cylinder valve outlet or regulator inlet when assembling and disassembling their scuba unit.
- ▶ Divers will be reminded to avoid touching other divers' equipment, especially those parts that come into close contact with the diver's face and mouth.
- ▶ Both in case of emergency and when performing drills, it will be used an alternative gas source and avoid donating the regulator from which the diver is breathing.
- ▶ Separate area to keep returned rental equipment from area where disinfected equipment is stored.
- ▶ Customers are not allowed enter the area where disinfected equipment is stored.
- ▶ The Dive Centre premises will be disinfected daily. Common areas such as changing rooms will be disinfected whenever used by different people.



08

## Swimming pool

- ▶ Guests having fever or respiratory symptoms are not allowed use the service.
- ▶ There will be maximum number of people allowed in the pool facility at one time.
- ▶ Slots of pool time will be reserved with limited number of people for each slot.
- ▶ Pool users should take shower before using the pool.
- ▶ Separate area will be kept for guests to put their used towels.



09

## Excursions

- ▶ Limited number of guests will be allowed for each excursion trip to allow adequate physical distancing.
- ▶ Physical distancing is maintained while on board including sitting arrangements inside the boats.
- ▶ All Guests and staff should Wear masks in enclosed spaces.
- ▶ Guests are advised not to take any unnecessary material on board that is not required.
- ▶ Guests are advised not to share equipment and food items during trips.
- ▶ Soap and water / hand sanitizers will be available on board.
- ▶ Surfaces and equipment will be cleaned and disinfected after every trip.

10

## Team Member Wellness

- ▶ Temperature monitoring of staff and guests on regular basis.
- ▶ Placement of Hand Sanitizers in Common areas.
- ▶ Signage to remind staff and guests about things to follow.
- ▶ Disinfect public areas on regular basis.
- ▶ Establishing Rapid Response Team.

