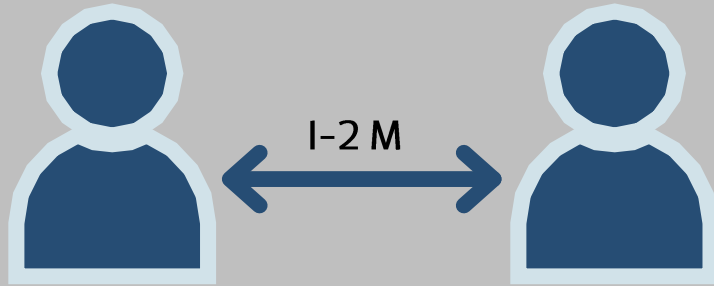


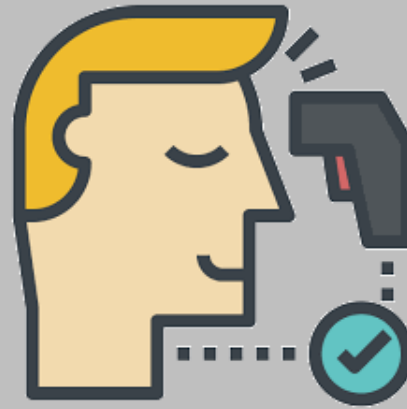
1.



PHYSICAL DISTANCING

Appropriate spacing will be maintained to avoid close gatherings between guests, and between staff and guests. This includes the reconfiguration of seating in public areas and the delivery of in-room dining and luggage to guest room doors only.

2.



HEALTH & HYGIENE PRACTICES

The temperature of all staff, visitors and guests arriving at the hotel via all entrances and entering the spa, will be checked. Face masks will be worn by all service staff, and sanitizing hand gel dispensers will be made readily available.

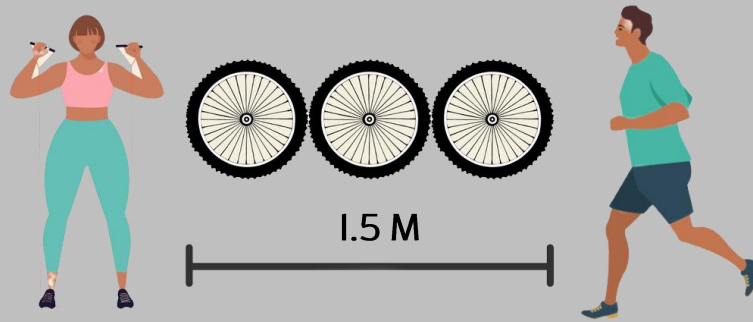
3.



ENHANCED SANITISATION

The enhanced cleaning protocols will include the increased sanitation frequency of all public areas, including washrooms, lifts, and other high-touch point areas. All cleaning agents are hospital grade sanitizer ensures guest rooms, corridors, restaurants, and other areas are sanitised regularly.

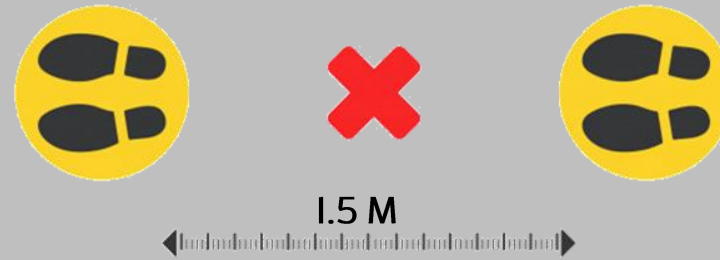
4.



FITNESS & POOL

Chlorine levels at the pool will be periodically monitored for maximum efficacy. Sun loungers and fitness equipment will be rearranged and spaced at least 1.5 metres apart. Sports and fitness centre equipment, as well as sun loungers, will be sanitised after every use.

5.



CHECK-IN AND -OUT

All front desk staff will sit at least 1.5 metres apart, and wherever possible, privacy screens will be installed. The registration process includes health check forms, and cashless payment options will be offered.

6.



ROOMS

Cleaner, wearing protective face masks & disposable plastic gloves, will ventilate and clean rooms when guests have vacated the space, paying particular attention to high-touch points such as remote controls and door handles. All drinking glasses will be sanitised with a cleaning machine. Sanitising gel and disposable face masks will be placed in the room or available on request.

7.



DINING

In order to respect social distancing, seating in restaurants will be reduced and re-arranged. All tabletop items will be sanitised between each sitting. Self-service will be restricted; instead, buffet offerings at the will be served at the table.

8.



SPA

Only single guest spa treatments will be permitted. Jacuzzi, steams and saunas off limits for the time being. Treatment rooms and all equipment are carefully sanitised after each session.

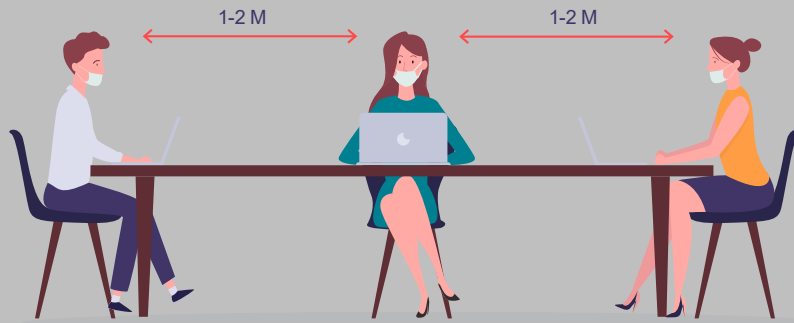
9.



KIDS' CLUB

Recreation staff will be thoroughly trained to follow enhanced cleaning protocols, with toys and equipment sanitised every 15 minutes. Ball pits and other high-touch amenities in the Kids' Club will be removed.

10.



EVENTS

Seating arrangements will be made to respect safe distancing, and after every event, meeting rooms will be sprayed with specialised electrostatic disinfection solution, using hospital grade sanitizer to sanitise all surfaces. All event attendees will be required to wear face masks.

11.



TRAINING & PERSONNEL

All staff will be trained in new normal practice updated cleaning and sanitisation protocols. The same vigorous standards will apply to back of house and any other third-party concessionaries such as the tour desk. Resort staff teams will also be re-organised to minimise cross-contamination.

12.



DISINFECTING CASH

All banknotes and coins have been cleaned by UV sanitiser to help contain the spread of the virus and ensure that the bank notes are not contaminated.