

CENTARA COMPLETE CARE

In partnership with **ECOLAB** **SGS**

A certified health, hygiene and safety programme offering total care and protection

SOCIAL DISTANCING



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

ENHANCED SANITISATION



- The increased sanitation frequency of all public areas, including washrooms, lifts, and other high-touch point areas
- An EPA-approved electrostatic disinfection spray ensures guest rooms, corridors, restaurants, and other areas are sanitised regularly

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 sanitising hand gel dispensers will be made readily available

ROOMS

- Housekeeping staff, wearing protective face masks and disposable plastic gloves, will ventilate and clean rooms when guests have vacated the space
- 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



CHECK-IN

- 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

DINING

- 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 restaurant and Club Lounge will be served at the table



FITNESS & POOL

- Chlorine levels at the pool will be periodically monitored for maximum efficacy.
- Sun loungers and fitness equipment will be spaced at least 1.5 metres apart and sanitised after every use

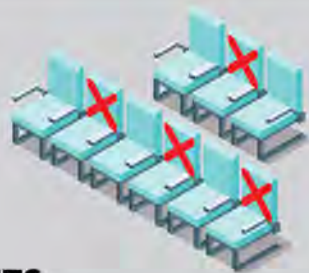
SPA

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



KIDS' CLUB

- Toys and equipment will be sanitised every 15 minutes
- Ball pits and other high-touch amenities in the Kids' Club will be removed



EVENTS

- Seating arrangements will be made to respect safe distancing, After every event, meeting rooms will be sprayed with specialised electrostatic disinfection solution
- All event attendees will be required to wear face masks



TRAINING & PERSONNEL

- All staff will be trained in Centara's updated cleaning and sanitisation protocols
- Hotel staff teams will also be re-organised to minimise cross-contamination

ACCREDITATION & MONITORING

- A team of dedicated hygiene managers has been appointed to monitor, record and implement all changes
- All health and hygiene procedures are prepared in collaboration with **ECOLAB**, the global leader in hygiene technologies, and **SGS**, the world's leading inspection, verification, testing, and certification specialists.

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ECOLAB

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