

Updated on 12th July 2020 with Sofitel SPA

Dear Valued Partner,

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. For Sofitel Dubai The Palm, knowing how to care for our guests and reassure them that they will receive a safe welcome is part of our DNA and comes naturally.

With our commitment to ensure guest safety, we take part in Accor's **ALLSAFE Label**, a multi-layered program that represents some of the most stringent cleaning standards and operational protocols in the world of hospitality designed to maximize staff and guest safety. We have a dedicated ALLSAFE Officer to oversee the implementation of health and safety standards across the resort.

ALLSAFE LABEL

Accor's global cleanliness and prevention standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification. All hotels must apply these standards and every Accor hotel will be audited either by Accor operational experts, or third-party auditors such as Bureau Veritas, to receive the new ALLSAFE label.

GUEST EXPERIENCE:

Here at Sofitel Dubai The Palm, guests may expect:

ENHANCED CLEANING PROTOCOLS

New stringent cleanliness standards will be implemented and monitored across the resort and will include a reinforced cleaning program with frequent disinfection of all high-touch areas like elevators and public restrooms. An enhanced in room cleaning program using hospital grade cleaning materials will now be a standard.

- **Rooms:**
 - Increased frequency of sanitization by dedicated team
 - Turn-down service upon request
 - Mini Bar has been emptied and will be placed upon guest request

NEW GUEST CONTACT MEASURES

To ensure all guests remain safe during their stay, Sofitel Dubai The Palm has implemented new standards to ensure social distancing measures and specifically in hotel public areas. Guests will be provided with individual sanitizer, wipes and masks, and signage will be utilized throughout guest touchpoints to advise of the necessary restrictions.

- **Arrival**
 - Disinfection Spray and Temperature Check via thermal cameras at the entrance
 - Self-parking option
 - Social Distancing measures of 2-meter distance between people and 4-meter clear distance between two separate groups
 - All team members are wearing Personal Protective Equipment and are practicing high standards of hygiene procedures
 - Hand sanitizer dispensers are available across the resort



- **Pool and Beach and Recreation Facilities**
 - Social Distancing measures of 2-meter distance between people and 4-meter clear distance between two separate groups in beaches and sunbeds
 - 2-meter distances between swimmers
 - 5 guests only in one group
 - 2-meter distance between two groups of the same family for sunbeds
- **Sofitel SPA**
 - Advanced booking is required
 - Spa Operation Hours:
Weekday (Sunday to Thursday) 9am – 7pm
Weekend (Friday & Saturday) 9am – 9pm
- **Sofitel FITNESS, our fitness centre:**
 - Advanced booking process to ensure only 20 guests are in the gym at the same time
 - Designated machines have been labelled for social distancing purposes

ENHANCED FOOD SAFETY STANDARDS

At Sofitel Dubai The Palm, we care deeply about the safety, quality and environmental impact of our food. We have established new Covid-19 protocols and standards at our restaurants and bars as per the local authorities.

- Food and Beverage Outlets:
 - 2-meter distance between tables
 - Breakfast is pre-ordered and served as set menu instead of buffet
 - Tables are set after seating the guests

SERVICES AND FACILITIES:

We are pleased to inform that the following Sofitel Dubai The Palm outlets and facilities are open:

Food & Beverage Outlets:

- The World Eatery
- Manava Restaurant
- Porterhouse Steaks and Grills
- Maui Beach Restaurant and Pool Bar
- In Room Dining
- Olivier's Lounge
- Maui Beach Restaurant and Pool Bar
 - Zoya by Maui
(Indian Dinner concept)
 - Beach Movie Nights
 - Ice Cream Bar

Fitness and Leisure Facilities:

- Sofitel FITNESS
- Our pristine beach
- Three pools
- Water Sports

Retail and Salon:

- BinSina Pharmacy
- Zaki Gents and Ladies Salon

Our mission is to protect guests and team members, to make sure travellers know they will feel safe, and by doing so revive guests' interest in travel.

Sincerely,

The Sales & Marketing Team

