



One&Only

HEALTH & SAFETY

ONE&ONLY ROYAL MIRAGE | ONE&ONLY THE PALM



DUBAI

Dear Valued Partner,

We, at One&Only Royal Mirage and One&Only The Palm in Dubai, look forward to welcoming your guests in our resorts.

When you choose to stay with us, we welcome you with a firm commitment that the health, safety, and wellbeing of our guests and colleagues is our utmost and prevailing priority. Our guests have always been at the centre of everything we do, and this is not going to change.

What will change is the visibility of our already robust and comprehensive sanitisation programme, which have always been in line with the global standards and local health officials. We continue to adjust our approach as new directives become available, as we have always been a nimble and agile organization, with the ability to quickly adapt to the evolving environment, building on the strong foundation in place.

One of the key areas will be further training and education for all colleagues. All colleagues are required to complete specific COVID-19 training and re-certification of all health and safety protocols prior to returning to work so they can execute their role with confidence.

We continue to offer the most in privacy, exclusivity, personalization and flexibility. We continue to showcase the life and energy, the heartbeat of our resorts, to give you, our partners the confidence and peace of mind that your guests can enjoy their experience, with the highest degree of safety.

ARRIVAL EXPERIENCE

- Upon arrival at the One&Only welcome desk in the airport, guests can be provided with a new mask on request.
- All airport transportation colleagues will be equipped with sanitising gel, masks and gloves and all cars will also undergo deep sanitation processes before and after every journey.
- No more than four guests will be allowed per Mercedes Viano and no more than two guests will be allowed per Mercedes S 400. Guests are only allowed to sit in the back-passenger seats.
- A welcome kit upon arrival can be provided upon request.
- Our colleagues will wear gloves and masks at all times.
- Our legendary and genuine 'Hand on Heart' gesture is practised by all colleagues. It's a personal acknowledgement between guests and colleagues, replacing the handshake.
- All guests upon arrival will have to undergo a thermal temperature check.

HEALTH & SAFETY PROCEDURES

- Our resorts have always ensured high levels of personal space and privacy and we will continue to maximise the use of our space, from beaches and gardens to pools and restaurants, to ensure you can relax at a safe distance.
- All visiting guests to the resort are required to wear a face mask and to undergo a thermal temperature check while entering the resort and its facilities.
- A protocol is in place should there be any guest or colleague displaying known symptoms of COVID-19, supported by the local health authorities if an accelerated process is required. Our resorts are conveniently located a few minutes away from world-class medical clinics and hospitals.

One&Only

DUBAI

- All colleagues are trained to report discreetly any guest presenting COVID-19 symptoms on property, allowing us to take immediate action to assess their medical condition and ensure guests can isolate in their room or be referred to a medical facility for further assessment.
- Hand sanitiser dispenser is available across key guests and colleagues access points. Guest restroom facilities are provided with selected anti-bacterial soaps.
- Advisory posters are displayed throughout the resort to promote precautionary measures among guests and colleagues, as important reminders about masks, gloves, physical distancing and sanitising.
- All colleagues are required to complete specific COVID-19 training and re-certification of all health and safety protocols prior to returning to work to enable them to execute their role with confidence.
- All colleagues are provided with a mask upon arrival to the resort and are required to wear it while on property. Gloves are also provided as required.
- A dedicated COVID-19 Health, Safety & Hygiene Coordinator has been appointed in each resort who will take full responsibility for implementing our enhanced health and safety programmes, with additional support from local authorities.
- We have always and will continue to collaborate with worldwide experts to achieve the highest standards.

ROOMS & FACILITIES CLEANING PROCEDURES

- Introduced an overhaul of our already-stringent hygiene and sanitation measures, from increased frequency of cleaning to new cleaning and hygiene standards applicable across the resort including public areas, leisure facilities, guest private spaces and heart of house.
- Our resorts utilise specific antibacterial disinfectants and procedures which exceed international guidelines.
- We have increased disinfection to high-touch point areas across resort and in-room including light switches, door handles, handrails and bathrooms.
- The in-room dining menu is presented in a manner that facilitates sanitisation.
- All bed linen will be changed daily and washed at high temperatures exceeding government guidelines.
- A dedicated team is assigned to sanitise and disinfect all resort and room AC ducts on an increased frequency.

ACROSS THE RESORT PROCEDURES

- We will continue to maximise the use of our space, from beaches and gardens to pools and restaurants, to ensure guests can relax at a safe distance.
- Maximum seating or attendance capacity of resort facilities including restaurants, spa, fitness centres, pools, lifts, etc. is established to ensure safe distance.
- Where appropriate, pre-booked appointments are encouraged.
- Guests arriving via their own car will be offered self-parking in our conveniently located parking spaces.
- All pool and beach cabanas, chairs and loungers to be placed with appropriate distancing and sanitised using specific anti-bacterial disinfectant before and after every use.
- All resort pools have a dedicated team to take chlorine and PH levels a minimum of two times daily, with filters cleaned/backwashed more frequently.
- Spas will offer a reduced number of treatments until further notice.

One&Only

DUBAI

- All spa therapists will visibly sanitise before every treatment and will wear a mask and gloves throughout.
- All spa guests are required to book prior to arrival as per direction by Dubai government guidelines.
- Fitness Centres will operate at a reduced capacity in line with Dubai government guidelines.
- Fitness machines will be sanitised using specific anti-bacterial disinfectant before and after every use.
- Outdoor play areas will be sanitised daily using specific anti-bacterial disinfectants.

RESTAURANT EXPERIENCE

- All guests and colleagues will undergo thermal temperature checks upon arrival to the restaurants and will be offered with sanitiser on arrival.
- All restaurants feature seated experience for breakfast, lunch or dinner.
- All restaurant tables have been allocated with appropriate physical distancing in mind, of at least two meters as per Dubai government guidelines.
- We have increased disinfection attention to high-touch point areas across restaurants and bars including hostess desks, service stations, service carts, beverage stations, counters, handrails and trays.
- All food and beverage colleagues have undergone a food safety training programme refresh including enhanced sanitation guidelines and training videos that include hygiene and disinfection practices.
- All restaurant tables, stools and chairs will be sanitised using specific anti-bacterial disinfectant before and after each use. Notification tags will also be placed on all tables to advise guests that sanitation has taken place.
- Traditional self-service buffet is suspended until further notice as per Dubai government guidelines.

We will continue to monitor these guidelines and adjust our measures as new directives from local health authority become available, with greater visibility to you, our guest. We will safely deliver the experiences you love, how you want them, with genuine and authentic service, delivered from the heart.

If you have any additional questions about the enhanced health and safety programme at One&Only resorts in Dubai, please contact your Resort Account Manager or feel free to contact me directly.

Thank you for your continued support and understanding during these unprecedented times.

YOUR HEALTH, SAFETY, AND WELLBEING IS OUR UTMOST AND PREVAILING PRIORITY.

We, at One&Only Royal Mirage and One&Only The Palm in Dubai, look forward to welcoming your guests in our resorts.

When you choose to stay with us, we welcome you with a firm commitment that the health, safety, and wellbeing of our guests and colleagues is our utmost and prevailing priority.

We have always had a robust and comprehensive sanitation programme, and this strong foundation allows us to adapt quickly to evolving advice from the local authorities. This include but not limited to:

GENERAL HEALTH & SAFETY MEASURES

- Introduced an overhaul of our already-stringent hygiene and sanitation measures, from increased frequency of cleaning to new cleaning and hygiene standards applicable across the resort including public areas, leisure facilities, guest private spaces and heart of house.
- We have always and will continue to collaborate with worldwide experts to achieve the highest standards.
- All visiting guests to the resort and colleagues are required to wear a face mask and to undergo a thermal temperature check while entering.
- Hand sanitiser dispenser is available across all guests and colleagues access points. Guest restroom facilities are provided with selected anti-bacterial soaps.
- Advisory posters are displayed throughout the resort to promote precautionary measures among guests and colleagues.

RESORT FACILITIES

- We will continue to maximise the use of our space, from beaches and gardens to pools and restaurants, to ensure you can relax at a safe distance.
- Maximum seating or attendance capacity of resort facilities including restaurants, spa, fitness centres, pools, lifts, etc. is established to ensure safe distance.
- Where appropriate, pre-booked appointments are encouraged.
- All restaurants feature seated experience for breakfast, lunch or dinner.
- Guests arriving via their own car will be offered self-parking in our conveniently located parking spaces.

GUEST ROOMS

- All items deemed high-risk have been temporarily removed from guest rooms including traditional publications, with only essential item remains.
- The in-room dining menu is presented in a manner that facilitates sanitisation.
- Housekeeping and room services are available through contactless procedure and protocols.

MEDICAL CLINICS & HOSPITALS

- Our resorts are conveniently located a few minutes away from world-class medical clinics and hospitals.

COLLEAGUES

- 'Hand on Heart' gesture is practised in each of our resorts. It's a personal acknowledgement between guests and colleagues, replacing the handshake.
- All colleagues in direct contact with guests are wearing appropriate personal protective equipment during services, such as mask and gloves where appropriate.
- All colleagues have undergone specific COVID-19 training and re-certification on health and safety protocols so they can execute their roles with confidence.
- A dedicated COVID-19 Health, Safety & Hygiene Coordinator has been appointed in each resort who will take full responsibility for implementing our enhanced health and safety programmes.

We will continue to monitor these guidelines and adjust our measures as new directives from local health authority become available, with greater visibility to you, our guest. We will safely deliver the experiences you love, how you want them, with genuine and authentic service, delivered from the heart.

We welcome you.

