



Pre- Arrival

- Hotel establishment are sanitized regularly following the Government Standard of Sanitization which includes all touch points in public areas such as door handles, elevator buttons, counter tops, tabletops, railings, etc. These practices are also in place in guest rooms during the morning housekeeping service and at turndown in the evening.
- Updated and detailed cleaning checklists, including the use of professionally identified chemicals and agents for all areas, including laundry, are being followed and monitored closely.
- Hand Sanitizers or Disinfectants are clearly placed at the entrance of the hotel and any other open facility within the premises.

On Arrival

- All individuals entering the Hotel are subject for temperature check before allowing to enter the establishment.
- A guest check-in self-declaration form is in place, which covers COVID-19 symptoms. Any guest who indicates these symptoms is required to undergo a medical examination prior to check-in.
- Sanitizers available at the registration desks.
- All colleagues are wearing masks and gloves.
- Room key is sanitized and cleaned.
- We offer free masks for all guests (optional).
- We follow the same procedures for guests arriving in our restaurants.
- Social distancing are applied at all queuing location with visible floor markings.
- Smart payments are supported in the hotel and the device are being sanitized before and after use.

In Room / During Stay

- All team members wear face masks and gloves which are changed frequently as necessary.
- Restaurants and seating in the lobby have been reconfigured to ensure safe distance is maintained between guests.
- All outlets and outside decks have distant seating.
- All guests are offered hand sanitizers pre and post meals.
- In-room dining meals are available 24x7 *optional

Front of the House - Public Areas

- Protocols are in place for staff in the kitchens, restaurants, and in-room dining. They are required to sanitise their hands every time they serve food or touch food related items.
- Precautionary measures are in place strictly while staff are moving out of their accommodation.
- We are following high levels of hygiene and sanitization in our team accommodation.
- All meeting rooms are set up with sanitizer sets and seating, keeping in mind social distancing.

Heart of the House Areas

- As per health authorities' precautionary measures, we practice minimal staffing as per need and practice social distancing.
- Personal Protective Equipment (PPE) Mask and Gloves – are available in enough quantity for the use of our colleagues with the clear instruction on How and When to change.
- Enhanced washing and cleaning of perishables is done on all supplies received in our Bahi Hotel and Resort.
- All supplies and materials are sanitised before being admitted into the Hotel and Resort premises.
- Only 30% of work force is used in areas that are non-operational and we practice WFH for Administration Departments.
- Our colleague transport is equipped with sanitizer sets and protective equipment such as masks and gloves for colleagues and sanitized before and after use.

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