

Atlantis, The Palm Ensures the Highest Standards of Cleanliness & Sanitisation

Long recognised as a hospitality leader for our commitment to quality, exacting standards, and meticulous training, Atlantis, The Palm has implemented a new multi-layered protocol of increased safety measures, with enhanced technology and protection for guests and colleagues.



MEDICAL CLINIC

24 Hour Medical Clinic onsite, in partnership with Dubai's leading hospital and accredited medical physician.



GUEST ROOMS

Every guest room is provided with an amenity kit, consisting of masks, gloves, hand sanitiser and spray sanitiser.



All bed linen washed at high temperature exceeding the Dubai Health Authority guidelines.



Rooms are fogged and sanitized after each stay prior to new arrivals.



In room dining and spa menus are displayed on your TV only or via the Atlantis App.



HAND SANITISER

Hand sanitiser dispensers are placed throughout the resort.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is worn by all colleagues based on regulations and guidance of the Dubai Health Authority.



DISINFECTION PROTOCOLS

We use industry leading cleaning and sanitising products and protocols mandated by UAE authorities that have been approved for use against viruses, bacteria and other pathogens.



AIR FILTER AND HVAC CLEANING

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange is optimised.



THERMAL CAMERAS

All resort entry points will utilise thermal cameras to conduct temperature checks.



SOCIAL DISTANCING

Our resort will ensure all guests and colleagues are following physical distancing standards by standing at least 2 metres away from others throughout the property.



WATERSPORTS AND BEACH LOUNGER

All sun loungers and watersports are thoroughly sanitized after each use.



GUEST CHECK-IN CHECK-OUT

All luggage for arrivals and departures are also fogged on arrival and departure.



RESTAURANTS

Outlets will operate in line with Dubai Government guidelines with at least two-metres distance between tables.



Prior reservations are required.



Surfaces, seats and high-contact areas such as restrooms are regularly sanitised.



We encourage guests to view restaurant menus via the Atlantis App or use our single-use disposable menus.



To see the latest news coverage on Atlantis, The Palm Health and Safety Standards, please click the links below



CNBC; June 11, 2020

Atlantis Resorts discusses post-virus recovery for its Dubai resort



Daily Mail; June 10, 2020

Dubai's five-star Atlantis The Palm hotel is doing safety VIP-style



CNN; June 2020

Atlantis guests encounter new hospitality protocol



We look forward to welcoming you soon.
For more information on Atlantis, The Palm click on **Kerzner Communications**



The health and safety of our guests and colleagues is and always will be our number one priority.