



#1 WELCOME Arrival & check-in

- Temperature monitoring and repeated during whole stay (guest showing body temperature of greater than 37.8°C will not be allowed in)
- Designated in/out passage and social distancing
- Express check-in and hygiene station
- Glass barrier to prevent direct contact
- Hand sanitizer
- All our Family Members equipped with Personal Protective Equipment
- Disinfected welcome amenities
- Frequent disinfection of lobby area, luggage and luggage carts
- Face masks on sale at reception



#2 WINE & DINE Food & Beverage

- Social distancing seating
- Reservations required
- Menus on board or digital display
- Cleaning and disinfection of tables, chairs, linens and utensils after each use
- Facemasks, visors and frequently sanitized hands for Family Members
- Platted food service at restaurant and glass barrier at the bar



#3 TIME TO RELAX

- Abundant hand sanitizer stations
- Increased disinfection of common areas by trained Family Members
- Social distancing of beach & pool loungers, washroom, lift, lobby and other public areas
- Regular disinfection of fitness & sports equipment and conference facilities (when used)
- Social distancing activities
- Disinfected Spa amenities and tools
- Regular tests of pools & water systems



#7 BACK OF HOUSE

- Dedicated staff for health and hygiene measures
- Extensive wellness & hygiene staff training
- Increased disinfection of office & back of house
- Temperature control for laundry
- Regular audit
- Designated drop off & hygienic protocols for suppliers



YOU ARE SAFE



#6 CHECK-OUT

- Express check-out for reduced contacts
- Departure room follows all hygienic protocols



#5 AYO LE DODO Kids Club

- Regularly cleaned & disinfected
- Temperature checks for kids
- Disinfected amenities after each use
- Outdoor and social distancing activities
- Revised babysitter ratio for better supervision



#4 YOUR ROOM

- Daily rooms deep cleaning and disinfection using electrostatic sprayers and ozone by our trained Housekeeping Team
- Daily air conditioning cleaning and disinfection
- Safe and disinfected turndown service



**DISINFECTION
MONITORED**
Cleaning Checked
www.sgs.com/ehs



CHECKED AND VERIFIED BY SGS

SGS international standards - One of the industry's highest-level certifications verifying best of class processes for quality and safety

SGS Hygiene Monitoring certification - One of the industry's most advanced third-party verification standards and is being implemented across Attitude Hotels

Food Check certification - Complies with certified and audited food safety practices based on the HACCP, an internationally recognized system for reducing the risk of safety hazards in foods

attitude