

Our Commitment is Keeping You Safe while enjoying your holiday In safety and hygiene standards

As a response to the Covid 19.

We have implemented a complete "Covid 19" **Response Action Plan**" to deal with this new situation and ensure a safe and relaxing environment in our Resort, for both our valuable guests and employees. Certain parts and aspects of our hotel operations have been changed and adapted. A strict hygiene and safety action plan has been implemented.

New procedures and regulations are following the strict directives of the Ministries of Tourism and Health of Egypt, as well as "WHO Operational considerations for COVID 19 management in the accommodation sector".

New Health & Safety Conditions:

Successfully we have been audited by the Local Authorities and received a special "Healthy & Safety Certificate".

- Audit was conducted in cooperation with Ministry of Health and other Experts covering all aspects of a safe hotel Operation.
- *As a Certified Hotel we will welcome new guests, starting **16.07.20.***
- *The hotel will provide onsite medical assistance, if a positive case is discovered the hotel will take the necessary steps requested.*
- All personal protective equipment's are subject to special checks and authorizations and will be provided for both guests and staff.
- Strict communication and reporting procedures, both internal and external, are implemented.

Check In and Lobby:

- Special sanitation procedure upon check in will be implemented.
- Extra safety precautions are being implemented for registration.
- Body temperature of guests will be checked and recorded upon arrival at hotel and might be checked during their stays.
- Sanitizing dispensers for our guests will be available at public areas.
- Strict cleaning and sanitizing procedures will be in place for all areas.
- Elderly Guests will receive extra care and attention.

General Hotel Policies:

Further restrictions may apply to maximum capacity in several parts of the Hotel.

Food & Beverage Services available are adapted to the new polices, focused on our quality, variety and guest satisfaction.

Guest Rooms & Housekeeping:

- Enhanced cleaning protocols as per the directives of the Ministry of Health will be implemented in guest rooms and public Areas of the Hotels. Guest rooms will be fully sanitized after check-out.
- Unnecessary items will be removed from guestrooms, such as decorative pillows, bed Scarves, paper notepads & pens, for guest and employee safety.
- Housekeeping services will be limited, hourly cleaning protocols are implemented for public key touch areas.
- Strict rules are applied for Laundry & disposal Garbage.

Hotels Employees & Staff Requirements:

- All our employees have been trained to follow new strict utilizing, including utilizing Personal Protective Equipment, Frequent & stringent hand-washing protocols. Most staff will wear gloves and/or a face mask.
- Employee workstation & accommodation will be cleaned and regularly sanitized and/ or disinfected
- All employees will undergo strict preventive health checks.
- Number of active employees is controlled, and extra safety protocols are implemented before starting duties.
- Logbooks are implemented as per WHO directives.

Food and Beverage Areas:

While recognizing the importance of quality and buffet services, our procedures and standards have been adapted to prioritize health and safety of our Guests, including:

- Breakfast formula with special safety measurements ensuring NON-guest contact.
- Lunch and dinner buffets are replaced by set menus.
- Additional safety measurements are implemented such as extra social distance between tables, revised protocols for table settings and cleaning individual hand sanitizing facilities for guest.

Other Leisure facilities:

- Pools & Beach will be subject to enhanced sanitizing protocols, while respecting extra safety and social distance between the guests.
- Guest must wear special swimsuits when using the pool. Clothing should be made of materials designed for swimming.
- Beach towels will be available from the guest room.
- Animation activities will be restricted.

Facilities not available till further notice:

- Car valet service
- Shisha Corner
- SPA
- Kids Club
- Restricted animation program during night entertainment.
- Dive center
- Hair dresser and Beauty salon

The information hereby provided can be altered and updated anytime as per new directives of the Egyptian Authorities & Safety measurements can be eased or further enhancement as per the development of the local health situations.

Palm Beach Resort
Response to Covid-19