



## **PURI MAS BOUTIQUE RESORT & SPA COVID 19 STANDARDS OF PROCEDURE FOR GUESTS**

### **Guest Transport**

Driver temperature will be recorded prior to departure to collect clients  
Driver to temperature check the guest prior to entry to the vehicle  
Driver will wear protective gear such as mask, gloves etc.  
Driver will provide a mask for the Guest(s) if Guest is not wearing one  
The luggage area of the car will be plastic covered for ease of disinfecting following luggage removal  
The car will be disinfected following every arrival  
Where possible the driver section will be segregated with a temporary plastic or a transparent sheet  
Driver will limit conversations to minimum  
If the guest has an available internet connection, they will be asked to download the Puri Mas App (if they have not done so already). The Puri Mas App contains all digital written detail regarding the SOP for guests and staff as well as the Guest In House Information.

### **Entrance/Guest Arrival**

Guest and Visitor Temperature checks on arrival to the hotel are mandatory  
**A doctor Certificate of Covid Clearance must be** produced by all guests on check in  
Guests running a temperature of more than 98.6° F or 37 C will be politely asked to return or directed to the closest hospital/medical facility  
Driver will remove luggage from the vehicle and luggage will be quarantined while being disinfected with a safe product.  
Puri Mas Staff wearing protective apron, gloves and mask will assist guests with their luggage to their room.

### **Reception Arrival**

Guest must produce prior information to reception if they are arriving from restricted areas.  
Guests will be encouraged to download the Puri Mas Application which contains online check In and Guest In House Information etc.  
Where possible guests will make an online check in prior to arrival to reduce client staff contact.  
Guest In House information contains all details about SOP of Covid for Guests and Staff.  
Paper information will be kept to a minimum and laminated for ease of sanitizing in the case of a guest being unable to download the App.  
Reception seating will be clearly marked to ensure physical distancing is adhered to.  
One person will complete the check in process of deposit with credit card if this has not already been handled online!  
We are asking ALL agents to arrange a holding deposit paid via a secure payment process ipay88 in order to reduce guest/staff contact on check in. This credit card verification must be the card the client is planning to check out with.  
Masks and gloves are mandatory for all hotel associates working together at check in and room location.  
Alcohol impregnated tissues are handed to client on check in to clean credit card after use. Hand sanitizer is readily available also.

Room keys will be handed over in plastic bags previously sanitized.  
On check in Guests will be allocated a sunbed number and restaurant table number to ensure physical distancing. Note if the guest is unhappy with the allocation position, they can discuss with the Restaurant staff who will assist by changing the number if possible.

### **Guest Rooms**

Rooms will be allocated to guests with adequate spacing between buildings to ensure physical distancing.

Guests rooms will be sanitized when cleaning. Guests will be asked to keep surfaces as clear as possible to allow HK to more easily sanitize the rooms.

Housekeeping Associates will wearing safety gear clothing – Apron, mask, gloves, shower cap and plastic shoe covering when cleaning rooms

Standard Sanitiser is provided in all rooms and public areas

Services such as restaurant menu, and Guest information will be available on the hotel App which is accessible offline and online.

Room linen to be changed once in three days or on request; no turn down services to facilitate minimal contact

A Pool Towel pp will be available in room to reduce personal contact. Guests must be responsible for their pool towel which must be brought back to the room and changed every 3 days unless on request.

### **Restaurant**

Social Distancing will be followed by pre allocation of table numbers to clients on arrival.

Seating for the tables to be reduced to half of capacity

There will be no buffet meals provided during the ongoing situation

Staff are trained for minimal contact/communication during service

The restaurant menu is available on the Puri Mas App for easy pre ordering via telephone from the guest room to the restaurant.

Associates will be equipped with masks and gloves

Disposable pre packed napkins will be used

No table cloths or placemats/coasters

Dining tables to be equipped with sanitizer and alcohol swabs available for cleaning mobile phones, reading or sun glasses etc.

### **Spa**

Puri Mas Spa will be closed until the situation is confirmed safe for clients and staff under Government Regulations and Advisory.

### **Yoga**

Yoga activities may take place on the designated free yoga days Wednesday & Saturday if the educator is available but physical distancing of 2 metres between participants will be enforced.

### **Tours and activities – Driver SOP as above.**

Tours will be limited to two pax per vehicle.

Physical distancing will be in place for visits to local places of interest/walks/etc. Guests will be advised to order hotel food and drink to avoid visiting local restaurants and warungs where hygiene and safety standards may not be applied. This will also be subject to Government Regulations.

### **Check Out**

- Guest bill will be ready one day in advance and emailed to the client for checking and payment clarification will be made with the guest at this time.

- Email check out will be offered to the guest to minimise contact – using ipay88 hotel secure payment system.