



## **FAQs: COVID-19 Standards at Capella Hotel Group**

### **1. Is COVID-19 specific training being made available to all hotel staff?**

Our colleagues are trained to respond to any probable cases and a designated Safety Committee has been established to audit our protocols. We have restructured our training to support colleagues in crafting the same experiential service during this new contact-lite era. Beyond our institutionalised training certification on enhanced hygiene practices, our colleagues are receiving more training than ever before to inculcate these new preventive processes. This includes daily communication sessions we call line-ups as well as on virtual platforms.

### **2. What new cleaning procedures have been implemented as a result of the pandemic?**

We pledge to provide a safe and clean environment for all guests and colleagues. To guarantee we only embrace the best practices in our cleaning protocols, we have partnered with international hygiene specialists Ecolab and Diversey, and will follow the recommendations by WHO and CDC.

We meticulously clean public spaces and high-touch points including elevator control panels, staircases handles and room keys using hospital-grade chemicals. We also present guests the choice of having their luggage handles sanitised upon arrival

We have increased the duration of housekeeping services for more diligent cleaning of our rooms, suites and villas and special attention will be given to all high-touch points such as glassware, telephones, control panels, and bathroom handles. Any unused condiments and items in the mini bar will be emptied, re-sanitised and changed upon check out. All furnishings including curtains, drapes, lampshades and mattresses will be disinfected as well. We use colour-coded microfiber cloths to prevent cross-contamination.

### **3. What safety procedures and protocols have been implemented in your restaurants and bars as a result of the pandemic?**

In our dining areas, lounges and bars we have reorganized our seating arrangement to ensure a 1.5metre safe distance between guests without comprising on service and style. To minimise contact, guests can opt for electronic or single-used menus, disposable cutleries and contactless payments. We will also provide sanitized pouches for guests to store their masks or new masks after their meal. Guests seeking a more private space can request for exclusive dining arrangements in our suites or villas.



Our Food & Beverage hygiene measures adhere to the principles of HACCP, the internationally recognised hallmark of excellence for food preparation and hygiene. All dry and fresh produce will be disinfected and packed outside the kitchen before being stored to avoid contamination. This includes peeling and cleaning all fruits and vegetables before sending them into the Kitchen area. We will also keep kitchen utensils and duty phones in UV boxes.

#### **4. What safety procedures and protocols have been implemented in the spas and fitness centres as a result of the pandemic?**

Adhering to government regulations, we continue to welcome guests to our spas and fitness centres. This includes staggering our reservations to ensure ample time for deep cleaning and sanitation of spa facilities in-between treatments. Usage of wet facilities and jacuzzi would require pre-booking to limit the number of guests. We are committed to keeping our pools safe for swimming through frequent disinfection and stringent maintenance of our pool water P.H and chlorine levels.

Guests will have the choice of relaxing with our signature spa treatments or discovering our new non-touch treatments that employ sound vibrations, energy crystals and Reiki techniques. Our spa colleagues will receive temperature checks every time before starting a treatment and be geared in personal protective equipment to ensure their safety and that of guests.

#### **5. Are the properties taking any measures to ensure that practices of social distancing are in place?**

Our low-density properties are designed to be generously proportioned, allowing us to implement required safe distancing measures. We have reconfigured our public area spaces including restaurants, lounges and bars, fitness centres and The Living Room to enable a minimum 1.5-meter of safe distance. Safe distancing is also communicated clearly throughout our hotels, including our elevators and back-of-house.

#### **6. How have service and guest room protocols been amended to respond to new safety standards? What options are available for guests looking to have a “touchless/contactless” or limited contact stay?**

In this new contact-lite era, we have restructured our operations to ensure we uphold the highest level of personalised service with safe distancing in mind. Guests can look forward to contactless payments, in-room dining and housekeeping. We are also fast-tracking our efforts to offer decluttered, digitally-focused in-room amenities and information. In our spa, guests can find delight in a selection of new non-touch treatments that employ sound vibrations, energy crystals and Reiki techniques.



**7. Is it possible to cancel or postpone hotel reservations in light on the ongoing uncertainty surrounding travel?**

To give guest's an ease of mind when booking their next stay with us, we have updated our reservations and cancellation policies for the period all the way through June 2021 to allow ample flexibility should their travel plans change.

For details on Capella Hotels & Resorts reservation policies, please visit:

[www.capellahotels.com/cancellations](http://www.capellahotels.com/cancellations)

**8. Are properties providing any protective equipment or protective amenities for guests?**

Upon arrival all guests will receive a Capella Care Pack containing face masks, hand sanitiser and cleaning kit for personal devices. Hand sanitizers are strategically placed on all floors and at high-contact areas of the hotel. Guests visiting restaurants can also request for sanitised pouches to store masks or new masks after their meal.

**9. Do the hotels continue to offer activities in the hotels?**

We will continue to provide programming at the properties, ensuring safe-distancing and hygiene protocols are followed. Prior reservations will be required and participating guests are required to wear masks. Activities for children are limited and will require prior reservation to facilitate safe distancing between children. All toys and facilitates are sanitised every 30-minutes or after use.