

## OUR COMMITMENT TO HEALTH & WELLBEING

As we navigate through COVID-19, Capella Hotels and Resorts will continue to embody the philosophy that guides our service excellence, whilst maintaining the highest hygiene standards to safeguard the health and wellbeing of all guests and colleagues. We have enhanced elements of our operational strategy to ensure we can safely uphold our legacy of offering the highest level of personalised service.

We understand it is a privilege to be trusted in crafting a perfect stay for our guests as the future of travel changes. We pledge to create a safe and welcoming environment for all guests from the moment their reservation is confirmed until departure.



### HEALTH CHECKS

All guests and suppliers will receive a temperature check and health declaration form upon arrival. We seek the understanding of individuals with a temperature of  $\geq 38^{\circ}\text{C}$  or displaying symptoms to reconsider immediate travel plans and we can help arrange a doctor's appointment if required.



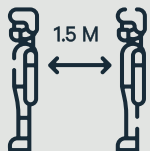
### INCREASED SANITISATION

Partnering with international hygiene specialists, Ecolab and Diversey, we have embraced the best practices in cleaning standards which are audited regularly by our hotel's safety committee. Guests can explore our hotels with peace of mind as we meticulously address public spaces and high-touch points including room keys using hospital-grade chemicals. We also present guests the choice of having their luggage handles sanitised upon arrival.



### ENHANCED HOUSEKEEPING

Increased duration of housekeeping services to encourage a more comprehensive cleaning of our suites and villas. We strive to be immaculate and take extra precautionary measures such as employing colour-coded microfibre cloths to avoid cross-contamination. Special attention is devoted to high-touch points such as glassware, telephones, control panels, bathroom handles, minibar and its contents.



### SAFE DISTANCING

We have seamlessly reconfigured all public spaces including restaurants and The Living Room to facilitate safe distancing without comprising on service and style. A minimum 1.5-metre safe distance is also communicated throughout our hotels and resorts, from elevators to our heart of the house operations.



### CONTACTLESS SERVICES

Guests are empowered with cashless payments, digitalised menus, contactless in-room dining and housekeeping services. They are invited to discover relaxation with our expanded spa offerings featuring lite-touch treatments such as healing through the use of energy crystals, sound therapy and Reiki.



### AIR QUALITY

Take a breath of clean air in our rooms, restaurants and public areas which are fitted with individual air-conditioning units. Engineering protocols have been adapted to include more frequent cleaning and inspection of air-conditioning units.



### CARE PACK AND HAND SANITISER

Guests can find delight in a curated 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 request for sanitised pouches to store masks or new masks after their meal.



### COLLEAGUES DUTY OF CARE

We take pride in enriching the lives of our colleagues. Our responsibility to their welfare translates to healthy meals rich in anti-oxidants and weekly fitness activities such as Pilates and Zumba. Temperature checks are conducted twice a day and we will provide personal protective equipment for their safety. Colleagues displaying symptoms will be advised to see a doctor and rest at home until they feel better.



### ONGOING TRAINING

We have restructured and increased our training to support colleagues in providing the same experiential service during this new contact-lite era. With our increased intensity in training, we are confident in fulfilling our pledge of creating a pleasant environment for all. Beyond receiving institutionalised training certification, colleagues will enjoy ongoing education through daily line-ups as well as other communication platforms.



### IMPROVED F&B SAFETY MEASURES

Our imagination in culinary arts is parallel to our desire for crafting a safe dining experience. We adhere to HACCP principles, the internationally-recognised hallmark of excellence for food preparation and hygiene. All dry and fresh produce are disinfected and packed outside the kitchen before being stored to avoid contamination. We also keep kitchen utensils in UV boxes. Guests can further ease any worries by requesting for disposable utensils and private dining arrangements in suites or villas.



### UPKEEP OF RECREATIONAL CENTRES

Our spas and fitness centres continue to welcome guests with a prior reservation. Appointments will be staggered to set aside ample time for deep cleaning of facilities in-between treatments. We are committed to keeping our pools safe for swimming by elevating our cleaning protocols while maintaining a healthy PH and chlorine level.



### PROTECTING OUR LITTLE STARS

Parents can rest assured their Little Stars are in excellent care with us. Group activities 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.

For more information and all enquiries please contact:

#### Capella Hotel Group

1 Temasek Ave, #05-02 Millenia Tower  
Singapore 039192  
info@capellahotelgroup.com  
+65 6887 9830