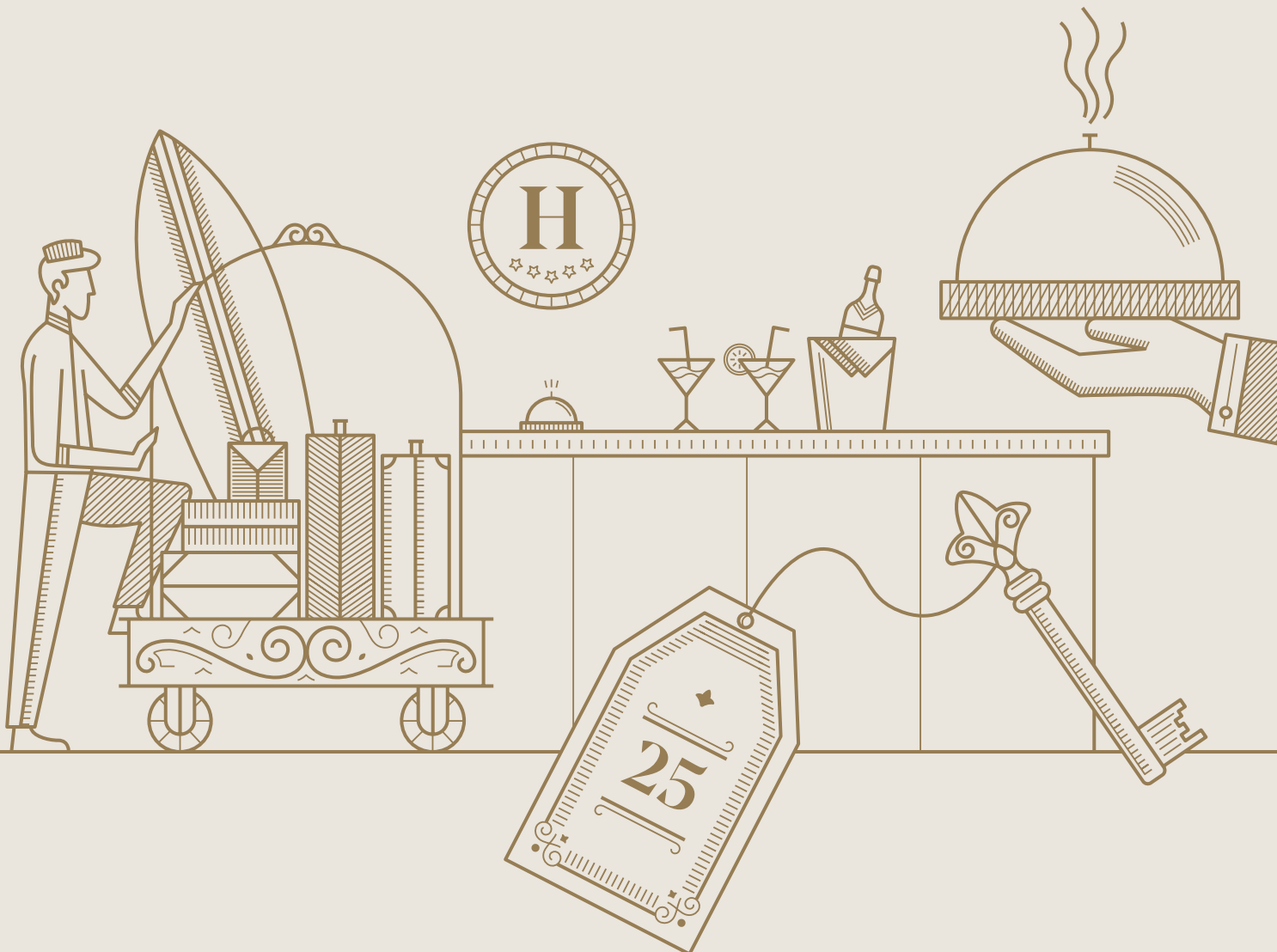


STAY SAFE  
stay SAVOY

SAFETY AND PREVENTION MEASURES  
COVID-19



## Introduction

At Savoy Signature, the health and safety of our employees and guests is always our top priority. Following the guidelines of the World Health Organization as well as the norms issued by the national and regional health authorities, a Savoy Signature dedicated team has prepared this document that includes a wide range of control, hygiene and safety measures.

## STAY SAFE, STAY SAVOY

In view of the current situation, we will implement all measures so that maximum safety is assured to our guests while maintaining the quality of service that characterizes us. Despite the challenging and unprecedented times we are living in, among all the changes we intend to introduce, we are working together to guarantee the best experiences to our guests.

This document establishes the guiding rules that will be common to all Savoy Signature hotels and resorts.





## GUEST TRANSPORT

- Vehicle occupancy will be limited as per Government rules.
- Drivers will be wearing personal protective equipment.
- Face masks and gloves will be available to guests, as well as antiseptic solution dispensers.
- Drivers will be instructed to limit conversations to minimal.
- The vehicle will be disinfected with every arrival.



## ENTRANCE

- A shoe sanitizing mat will be placed at the entrance of the hotel.
- Individual protection kits will be available to all guests.
- Luggage will be disinfected before entering the hotel.



## RECEPTION

- Separated check-in and check-out areas will be created.
- Antiseptic solution dispensers will be available on all counters.
- Waiting areas will have markings on the floor to maintain the mandatory social distance.
- A Guest Booklet will be provided with procedures to be complied during the stay.
- Assistance via WhatsApp will be available to facilitate minimal contact with the staff.
- All guests will be asked to complete a questionnaire, indicating the country of origin, itinerary and indication of the presence of any symptoms associated to Covid-19 in the last 14 days

(subject to confirmation by the health authorities).

- Pre-check-in or online check-in will be encouraged.
- High-touch surfaces and objects will be cleaned up and disinfected regularly.



## PUBLIC AREAS

- Guests will be duly informed about the cleaning of public areas.
- Cleaning and disinfection of high-touch surfaces in public areas will be carried out regularly, with appropriate products. This includes handrails, elevator floor buttons, counters, door and window handles, washroom taps, among others.
- Ventilation procedures in public areas will occur 3 times a day, ensuring indoor air quality.
- All public toilets will be equipped with antiseptic solutions for hand hygiene and disinfection.
- Public outdoor areas, adjacent to hotels, will be disinfected at least once a week.



## LIFTS

- Hand sanitiser dispensers will be available at the entrance of each lift.
- Lifts can only be used by 2 people at the same time and floors will have marking with directions to ensure appropriate social distance.
- All areas of the lift will be cleaned and disinfected hourly.



## GUEST ROOMS

- Room cleaning will follow a set of rules to ensure accurate disinfection and hygiene. Procedures will be monitored by our Chief Housekeeper and appropriately communicated to guests.

- Each room will have a cleaning schedule that will be shared beforehand, so that guests can leave the room during this service.
- The “turndown” service will not be performed unless it is requested in advance.
- An anti-COVID kit (one per person) will be available in each room including mask, gel and gloves.
- Disinfectant materials will be available in addition to the existing amenities.
- Rooms will be completely cleaned with the recommended antiseptic products, after each departure.
- Alternate rooms will be allocated in order guarantee the social distance norms.
- Rooms will only be available 24 hours after the last check out.



## RESTAURANTS AND BARS

- The capacity of bars and restaurants will be reduced according to the guidelines of health authorities, maintaining a minimum distance of 2 meters between tables.
- A meal rotation schedule will be established to control the number of guests in the room and avoid crowding at the entrance.
- Hand sanitiser dispensers will be available at the entrance and its use will be encouraged.
- Staff will be trained to maintain social distance in relation to guests of at least 2 meters.
- Disposable paper napkins will be used.
- À la carte menu will be preferred.
- Self-service / buffet will be avoided, however, if needed, the following measures will be compulsory:
  - a. Serving utensils will not be allowed.
  - b. Staff will serve guests at the buffet counters.
  - c. During breakfast, individual packs and “grab and go” meals will be available.



### POOLS, GYM AND SPA

- These areas are closed until advised to open, as per government norms.



### BUSINESS CENTRE

- The capacity will be limited, based on the maximum allowed by the health authorities. Distribution of existing furniture will be reorganized.
- Each desk, equipment and working area will be disinfected after each guest leaves.



### CHECK-OUT

- Regarding social distance and hygiene, the same measures applied to check-in will be adopted.
- A proforma invoice will be issued and sent by email in advance.
- Electronic payment will be encouraged and contact with the physical credit card should be avoided.
- Sanitizers will be available so that guests can disinfect the payment terminal and mobile phone.



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