

COVID -19

SAFETY PROTOCOL



June 2020

A MESSAGE TO OUR GUESTS

Warm greetings from Haritha Villas + Spa,

We hope and pray that you are safe, sound and healthy.

At Haritha Villas + Spa, we care about the experience of every single guest, visitors and team members that enters our doors and sole purpose, as always, is your health and safety.

In light with the impact and changes caused by the novel **COVID-19 (Coronavirus)**, we want to ensure and reassure you that we are focused round-the clock on health and safety of all our guests' residents and employees, without compromising the high standards and quality of your experience, that you have come to know, love and expect during your stay with us.

Considering the rapidly evolving **COVID-19 (Coronavirus)** situation, Haritha Villas + Spa is taking standards for hygiene and cleanliness very seriously, as well as additional steps to ensure the safety of our guests, visitors and staff members.

Haritha Villas + Spa has set up procedures to follow the guidelines of the **World Health Organization (WHO) and Local Health Authorities**. We are adopting all the published standards recommendations appropriate for our property and following the authority's regulations to reduce exposure to and transmission of a range of illnesses, which include hand and respiratory hygiene, and safe food.

Our teams and staff members are adhering to the latest guidance and hygiene protocols appropriate for our property. We assure you that they are well trained to handle situations that may occur at our hotel and we have confidence in their abilities.

We will continue to monitor the situation closely to ensure the safety of each one of you. We will keep updating this communication regularly. Booking your peaceful holiday with us is safe, with a flexible cancellation policy.

We are doing our utmost best to provide you with a safe and healthy stay at Haritha Villas + Spa with your family, friends and loved ones.

Thank you very much for your comprehension and being so understanding for this situation, we excitedly looking forward to welcoming you all at 'our beautiful and relaxing piece of Paradise'

Until then, please stay safe, healthy and maintain social distance.

With best healthy regards,

Haritha Villas + Spa Team

GUEST TRANSPORT

*We Cannot Wait To
See Your Smile Again!*



- If your transport is provided by Haritha Villas + Spa, please be assured that the vehicle will be thoroughly disinfected before your journey.
- Masks and gloves have been made mandatory for all our drivers to reduce the risk of contamination.
- While we have always prided ourselves with for having warm and hospitable team members, please note that, due to the risk of transmission, we have advised our drivers to keep conversation with guests to a minimum during this period.
- A guest information booklet can be found in the back seat which details the initiatives taken to combat COVID-19 by Haritha Villas + Spa, as well as important operational information for services such as restaurant, laundry, spa and laundry- this is for you to keep during your stay.

CHECK - IN

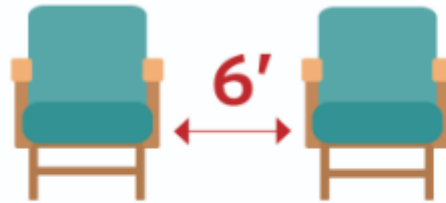


- Only the traditional Sri Lankan greeting 'Ayubowan' is used at all times and handshakes/ hugs are discouraged.
- During your check -in, you will be handed a short questionnaire, regarding your health and travel history, this is to ensure the safety of all our guests', and staff. Therefore, please take a moment to fill it accurately.
- Hand sanitizers will be available at our Arrival Pavillon, in your Villa and Colonial Mansion, and all guests' contact points and social distancing guidelines will be in place to avoid overcrowding.
- At check-in your temperature will be measured using a contactless thermometer. If you register a temperature exceeding 37°C (98°F), you will be subject to a second assessment after 10-15 minutes of rest. A guest whose temperature reading exceeds 37°C will be taken to an isolation area by a trained team member until such time the guest can be taken to a hospital for further assessment.
- The key will be disinfected before being issued to any of the hotel's guests or staff.
- The exterior of the luggage will be sanitized by the Villa Master prior to being taken into the rooms.
- If you are feeling unwell or develop a fever, please contact immediately your Villa Master for assistance.

PUBLIC AREAS



Clean surfaces
often.



Make sure that all public areas
allow people to stay 6 feet apart.

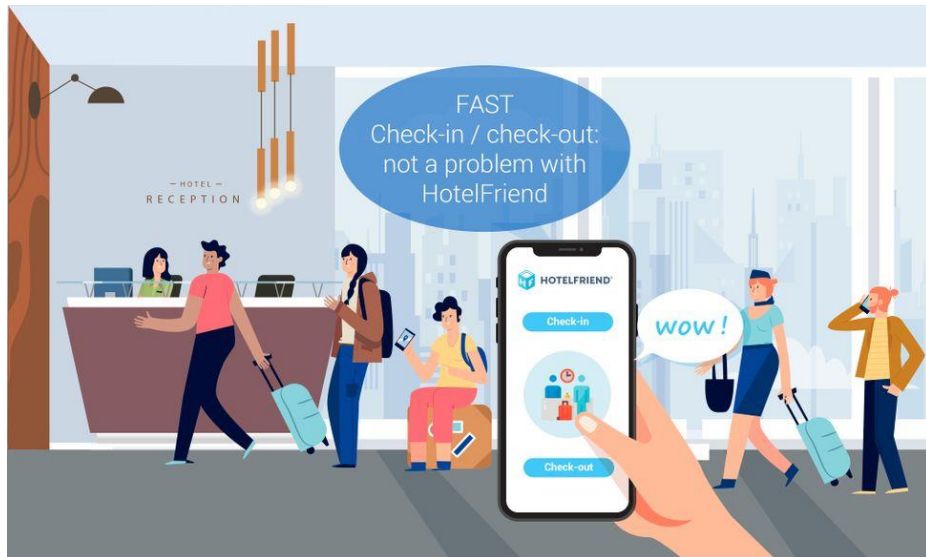
- Hand sanitizers will be available in all public spaces around the hotel.
- Tissues will be placed in key public areas for the use of guests.
- Social distancing guidelines will be practiced in arranging seating.
- Cleaning of public areas will be carried out frequently with recommended chemicals and disinfectants.
- The pool sun loungers and pool tables will be sanitized and disinfected regularly during room cleaning with recommended disinfectants.
- Our team members will ensure that clean disinfected pool towels are stored in a closed container issued to guests with minimum handling.
- All pool users should take a proper shower before entering the swimming pool.

POOL, GYM AND SPA



- Under the guidelines of the Ministry of Health, the spa and pool facilities are to be used with extreme cautions as it is not possible to implement adequate control measures in these settings.
- However, in the event these facilities are required, you are reminded to follow general health and hygiene measures including wearing of face masks and maintaining of safe 1.5-meter physical distancing at all times by both staff and guests.
- The number of guests at a given time will be limited inside the gym to avoid overcrowding and unhealthy human interactions.
- All equipment / machines / containers will be regularly clean and disinfect after each use.
- Provide adequate hand sanitizer points within the gym to ensure frequent use by the guests.
- We request any guest who is feeling unwell, coughing, or sneezing to please refrain from using these facilities to minimize the risk of transmission.
- At the end of the days' operations (Spa & Gym) clean and disinfect floor areas, frequently touched walls, surfaces and all gym equipment.

DEPARTURE



- In Villa or Colonial Mansion check out will be made available for all guests check outs and online payments are encouraged
- Informing and reconfirming to the Villa Master of your check out plans (date and time) would be beneficial as the necessary paperwork can be made timely available, minimizing time spent at check-out process.
- Sanitizer will be provided for you to sanitize any personal belongings prior departure

HOSTING OF EVENTS



- The event venue will be fully sanitized prior to and following a special event / hosting and handwashing and hand sanitization facilities will be made available.
- Seating in the venue will be arranged keeping the 1.5-meter distance between chairs as per the recommended safe distancing. Please inquire at the hotel for updated capacity for your event.
- The staff are to maintain the safe physical distancing at all times during the services.
- Guests' are encouraged to wear facemask during the event and not to share glasses, plates, spoons etc... among themselves.
- The guest list with contact details will be obtained by the organizer/host 24 hours before the event and preferably the tables should be numbered and each guest should be allocated a specific table and a chair.

FOOD AND BEVERAGE SERVICES



- All restaurant surfaces will be disinfected after each use and our team members at the Restaurant as well as in the kitchen the staff will be wearing masks and gloves.
- Hand sanitizers will be available at the restaurant and our friendly service team members will ensure that all guests' sanitize their hands once seated.
- The menu card will be sanitized after each guests' presentation of the menu.
- Seating in the restaurant will be arranged considering the safe physical distancing of 1.5 meter. However, guests from a common group or from the same family group may be seated in large tables with the required number of seating. Guests from single rooms should be accommodated in tables for two maintain the social distancing always.
- Fresh laundered and sanitized napkins will be provided to guests' and guests' are requested to avoid sharing cutlery and crockery.
- In room dining will follow strict hygiene, sanitization and social distancing procedures both during delivery and clearing of food from the room. Please inquire with your Villa Master for more information.
- The food and beverages should be fully covered during delivery to the Villa and /or Colonial Mansion

GUEST ROOM



- All rooms will be thoroughly disinfected prior to check-in and regularly sanitized throughout your stay. Safety and sanitation signage will be available for your information.
- Linen will be changed once every three (03) days or only upon request by coordinating with your Villa Master. Please note that we will not be offering turndown service to minimize contact. Housekeeping team members will change gloves between each room.
- In view of the distance between our Villas and Colonial Mansions, we would like to reassure you that social distancing should not be an issue.
- In the event of a guest feeling unwell, the guest is requested to contact the Villa Master inform. The Villa Master will then follow necessary safety protocols to ensure your health and safety.
- Villa and colonial Mansion sun loungers and tables will be sanitized and disinfected regularly during room cleaning with recommended disinfectants

TEAM MEMBERS



- Prior to entering the premises, the temperature of the team members will be recorded using a contactless thermometer. Staff will also wear face masks when reporting for duty and should enter the premises through one common entrance.
- The hotel will ensure to have an up-to-date list of the contact information of all staff, including emergency contact telephone numbers.
- Check and record temperature and respiratory symptoms of all staff at the point of entry for duty; anyone with a high temperature or with visible respiratory symptoms should be sent back.
- A staff member found with a temperature above 37°C or respiratory symptoms during the shift should be kept in isolation and immediately referred for medical attention; a special room to be designated for accommodating such staff members.
- Resident staff will get their temperature and respiratory symptoms checked on a daily basis.
- The sharing of mobile phones, pens, pencils, food/beverage items, cigarettes, personal grooming items, etc. among staff should be totally avoided.
- The 1.5-meter safe physical distancing should be maintained by the staff at all times in the staff accommodation, in staff changing rooms and in all other common areas
- Hand sanitizers and foot baths will be available at the staff entrance and all team members are required to adequately sanitize prior to entering the hotel. Team members traveling to the hotel using public transport will be required to sanitize themselves properly prior to wearing their uniform.
- All staff uniforms will be freshly laundered for each shift while gloves and masks will be mandatory for all departments.