



## **Cleanliness Standards and Protocols**

*We would like to take this opportunity to reassure you that the health and safety of our guests and associates remains of paramount importance. Marriott International has been recognised as a hospitality leader for 92 years due to its commitment to quality, exacting standards, and rigorous training.*

*As part of our housekeeping operations, we have a comprehensive set of cleaning protocols that are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Our hotel continues to comply with all company cleanliness standards in order to meet the new health and safety challenges presented by COVID-19*

*We have also implemented the following measures as per government directive:*

- *Applying a sanitation procedure at the hotel entrance*
- *Disinfection of guest luggage upon arrival and departure*
- *Monitoring of guest temperature upon arrival*
- *Minimizing guest contact at front desk – e.g. digital check-in process, one-time use pens*
- *Availability of hand sanitizers at the front desk and public areas*
- *Regular disinfection across public areas*
- *Communicating with the health authorities on guests over 65 years with chronic diseases*
- *Closely work with health authorities on potential COVID-19 cases at the property*

*We thank you for your understanding and cooperation and look forward to welcoming you.*