

PREVENTIVE MEASURES AGAINST COVID-19

JUNE 2020



OVERVIEW

The safety and well-being of our guests and employees are always our primary concern.

In response to the Corona virus (COVID-19) outbreak, we are committed to upholding our hygiene and safety standards by following stringent preventive measures.

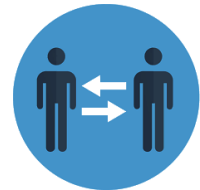
The following procedures are being carried out to prevent the spread of the virus and provide our guests with a safe and comfortable stay.



Hotel Employees

All hotel employees are required:

- Undergoing a pre-shift temperature check. Anyone whose body temperature exceeds 37.5°C and/or claims to feel sick is instructed to stay home.
- Wearing sanitary masks, washing hands regularly and keeping a safe distance.
- Attending the hotel's training program on safety protocols.
- Refraining from travelling to high-risk localities.



Hotel Facilities

Common Areas

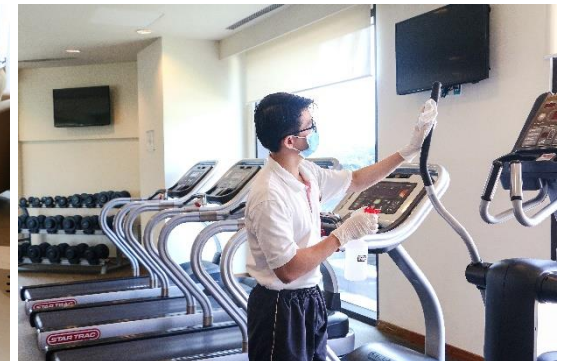
- The hotel main entrance door is cleaned and sanitized every 30 minutes.
- Service staffs are assigned at all entrances to provide hand sanitizer for guests.
- Hand sanitizer stations are available in all common areas, elevator landing areas, guestrooms and back of house areas.



Hotel Facilities

Common Areas

- High-touch surfaces are regularly disinfected in all common areas (doors, doorknobs, elevator buttons and handrails, stair railings, bellboy trolleys, etc.)
- Enhanced cleaning for Spa and Fitness Centre



Hotel Facilities

Guestrooms

- High-touch surfaces are regularly disinfected in guestrooms (room keys, doors, doorknobs, switches, remote controls, etc.)
- Hand sanitizer and wet wipes are available in guestrooms



Hotel Facilities

Restaurants and Lounge

- There are floor markers in waiting areas to remind guests of social distancing.
- Cutleries are wrapped, and touchless drink refilling is applied.
- Tables, menus and bill holders are disinfected frequently and after the guests leave.



Hotel Facilities

Restaurants and Lounge

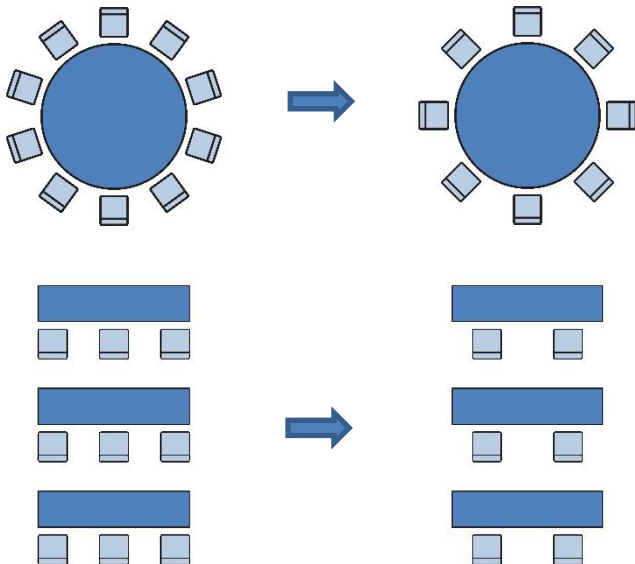
- The buffet has been changed to a cafeteria model and service cutlery utensils have been removed.
- Restaurant & Lounge capacity as well as the number of guests per table have been reduced to comply with social distancing guidelines.
- All guests are required to wear sanitary mask in the buffet area.
- Service and kitchen staffs are required to wear protective gloves and sanitary masks when preparing and serving food and drinks.



Hotel Facilities

Meetings and Events

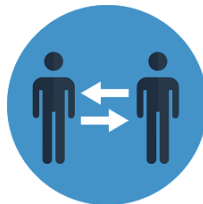
- Meeting rooms capacity as well as the number of guests per table have been reduced to comply with social distancing guidelines.
- Enhanced cleaning and ventilation in banquet rooms is maintained by maximum air conditioning settings.



Hotel Guests

Must adhere to the following safety measures:

- Fill out a health declaration sheet at the Front Desk upon check-in.
- Follow the hotel's safety procedures, including body temperature check, hand washing, wearing mask at buffet stations and social distancing.
- Inform the hotel staff of any flu-like symptoms and comply with instructions from hotel management.



Thank You

We are closely monitoring the global situation and will keep you posted on any further update.

Please contact us at eo@hotelnikkosaigon.com.vn for further information.

Thank you for your continued support and we look forward to welcoming you at Hotel Nikko Saigon.

Masanori Honda
General Manager
Hotel Nikko Saigon

