

ROSEWOOD  

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HOTEL GROUP

COMMITMENT TO CARE  
HEALTH & SAFETY PROGRAM

2020

## Our commitment to our guests, our associates and to our community

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In the recent months, we have faced unprecedented changes and challenges as a result of the global COVID-19 health situation. Through it all, the well-being and health of our guests and associates has taken, and will continue to take, central priority. As we begin to adapt to a new normal, we are committed to operating to the highest levels of health and safety vigilance, providing you with the safest, most comfortable and flexible experience while enjoying the high standard of service expected of Rosewood Hotels & Resorts.

Guided by local and international health experts, and in compliance with our partners Ecolab and Diversey, we have introduced Commitment to Care our new global health and safety program that will offer heightened standards for hygiene and cleanliness at all Rosewood properties around the world. By continuously enhancing our stringent health and safety protocols, we would like to personally ensure the well-being of every guest, visitor and associate, from the moment a reservation is confirmed till check-out.

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## Enhanced Safety and Cleanliness

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We have introduced intensified hygiene and safety measures across all major touch points in our operations, in accordance with guidelines issued by local health authorities and the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). This includes the increased cleaning and disinfecting of common touch points, e.g. lobby areas, public bathrooms and elevators, and the regular cleaning of all air filters and air conditioning systems. We also continue to explore and test new technology to elevate our sanitization methods such as electrostatic sprayers, foggers and UVC light.

All guests and associates will, upon returning to work or entering the hotel, be required to have their temperature checked, where legally allowed.

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## Personalized Care

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Our properties will offer alternative check-in and check-out options, contactless in-room dining options, parking and housekeeping services tailored to guests' needs and comfort. Specialized care kits will be provided to all guests including face masks, disinfectant wipes and hand sanitizer (gloves will be available upon request). Social distancing will be observed throughout our hotels, with reduced capacity in relevant locations, e.g. lobby areas, elevators, dining, fitness and spa facilities.

## Guest Room Protocols

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We have elevated our rigorous cleaning procedures for all guest rooms in compliance with our partners Ecolab and Diversey, and introduced additional safety measures such as avoiding back-to-back usage of rooms to allow for deeper sanitation practices and changing of pillow protectors and mattress pads between each guest.

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## Exceptional People, Exceptional Experiences

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The health and safety of our associates has been of the utmost importance during these times. Wellness checks for all associates, training on personal protective equipment and mandatory wear as per local guidelines will be conducted, including the introduction of Health and Safety Ambassadors, to implement and oversee all new practices, procedures and trainings.

All associates will undergo mandatory health and safety training, including enhanced cleaning protocols as guided by our partners at Ecolab and Diversey and personal hygiene training, ensuring a safe working environment at all Rosewood hotels and resorts.

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## Rosewood Raise

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This epidemic has impacted the lives of many of our associates and our local communities in which we operate. In response we launched Rosewood Raise in April 2020 in dedication to their steadfast effort and support. This comprehensive relief fund allows us to show our appreciation to our people and the communities in which we are situated that have been impacted by the COVID-19 outbreak. For more information on our relief initiatives, please visit [www.rosewoodraise.com](http://www.rosewoodraise.com).

## Flexible Booking

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We have updated our reservation and cancellation policy to provide guests more flexibility and peace of mind when booking accommodations at our properties globally. The most up to date flexible booking policy can be found online at [www.rosewoodhotels.com](http://www.rosewoodhotels.com).

As we monitor the evolving global situation, we will continue to stay in touch and provide you with updates as they become available. For more detailed information regarding individual property updates and policies, please refer to each hotel's website. If you have any questions, please feel free to reach out to our Central Reservations office at +1 888 767 3966.

Thank you for your continued loyalty and patience, and we look forward to welcoming you to our properties soon.

