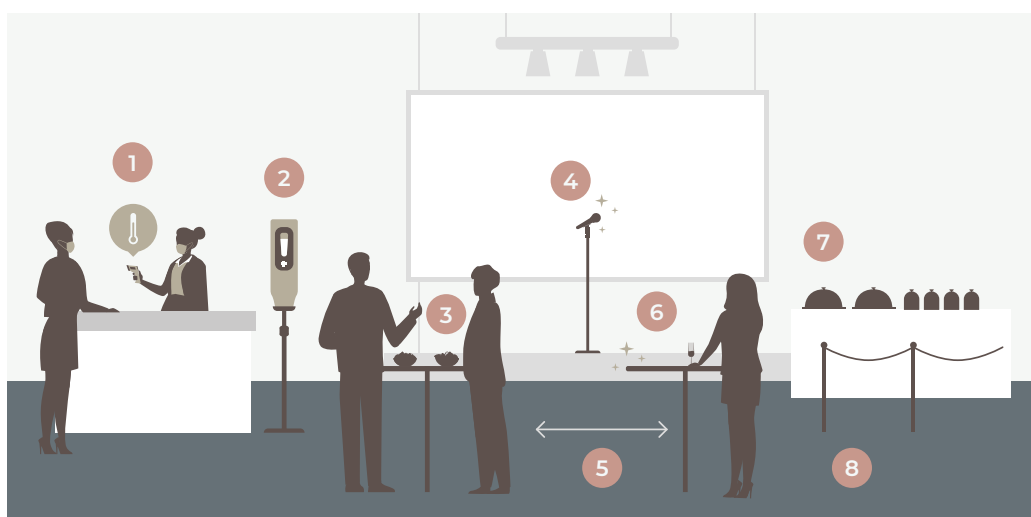


Your Well-being in Our Care



Our promise 'Shangri-La Cares' comes straight from the heart. It underpins the caring spirit of our brand and guides our unrelenting efforts to ensure well-being and comfort of our guests, colleagues and partners.

To create a trusted and nurturing environment, we have raised our already demanding hygiene standards by embracing a number of new safety protocols, procedures and training following guidelines from World Health Organisation or respective local health agencies, with a focus on these specific details across our meeting and event spaces.



- 1 As a precautionary measure, guest temperatures will be recorded on arrival
- 2 Hygiene amenities including hand sanitising gels will be available at reception and at other convenient locations in the hotel
- 3 Reinforced food safety standards, new buffet and table service protocols. Menus revised to offer individually plated and packed meals where relevant
- 4 All AV equipment sanitised after every use, with microphones in particular sanitised between uses
- 5 Event rooms floorplans and seating capacities adjusted to be compliant with safe distancing guidelines
- 6 Enhanced sanitisation frequency and protocols with a focus on high-touch and high-traffic areas
- 7 Shared snacks and food offerings discontinued and replaced with individual portions
- 8 Signage and queue ropes in all high-traffic areas serve as gentle reminders for our guests to maintain safe physical distance

Enabling Our People

Caring for people is the bedrock of Shangri-La's service value. To reinforce the strong culture of health and safety:

- Colleagues given comprehensive training on new safety and hygiene standards
- Colleagues wear masks with a smile underneath and don other necessary personal protective equipment when necessary



Learn more about our health and safety commitment and measures at shangri-la.com/cares or email us at mice@shangri-la.com

#shangrilacares

Explore Our Destinations

AUSTRALIA

Shangri-La Hotel, The Marina, Cairns
Shangri-La Hotel, Melbourne (2022)
Shangri-La Hotel, Sydney

BAHRAIN

Shangri-La Hotel, Bahrain (2022)

CAMBODIA

Shangri-La Hotel, Phnom Penh (2020)

CANADA

Shangri-La Hotel, Toronto
Shangri-La Hotel, Vancouver

MAINLAND CHINA

Shangri-La Hotel, Baotou
Shangri-La Hotel, Beihai
China World Summit Wing, Beijing
Shangri-La Hotel, Beijing
China World Hotel, Beijing
Kerry Hotel, Beijing
Hotel JEN Beijing by Shangri-La
Shangri-La Hotel, Changchun
Shangri-La Hotel, Changzhou
Traders Fudu Hotel, Changzhou
Shangri-La Hotel, Chengdu
Shangri-La Hotel, Dalian
Shangri-La Hotel, Fuzhou
Shangri-La Hotel, Guangzhou
Shangri-La Hotel, Guilin
Shangri-La Hotel, Haikou
Midtown Shangri-La, Hangzhou
Shangri-La Hotel, Hangzhou
Shangri-La Hotel, Harbin
Songbei Shangri-La, Harbin
Shangri-La Hotel, Hefei
Shangri-La Hotel, Huhhot
Shangri-La Hotel, Jinan
Shangri-La Hotel, Lhasa
Shangri-La Hotel, Manzhouli
Shangri-La Hotel, Nanchang
Shangri-La Hotel, Nanjing
Shangri-La Hotel, Nanning (2021)
Shangri-La Hotel, Ningbo
Shangri-La Hotel, Putian (2021)
Shangri-La Hotel, Qian Tan (2021)
Shangri-La Hotel, Qingdao
Shangri-La Hotel, Qinhuangdao
Shangri-La Hotel, Qufu
Shangri-La's Sanya Resort & Spa, Hainan
Pudong Shangri-La, East Shanghai
Jing An Shangri-La, West Shanghai
Kerry Hotel Pudong, Shanghai
Hotel JEN Shenyang by Shangri-La
Shangri-La Hotel, Shenyang
Shangri-La Hotel, Shenzhen
Futian Shangri-La, Shenzhen
Shangri-La Hotel, Suzhou Yuanqu

Shangri-La Hotel, Suzhou
Shangri-La Hotel, Tangshan
Shangri-La Hotel, Tianjin
Shangri-La Hotel, Wenzhou
Shangri-La Hotel, Wuhan
Shangri-La Hotel, Xiamen
Shangri-La Hotel, Xian
Shangri-La Hotel, Yangzhou
Shangri-La Hotel, Yiwu
Shangri-La Resort, Shangri-La
Shangri-La Hotel, Zhengzhou (2022)
Shangri-La Hotel, Zhoushan

FIJI

Shangri-La's Fijian Resort and Spa,
Yanuca Island, Fiji

FRANCE

Shangri-La Hotel, Paris

HONG KONG

Island Shangri-La, Hong Kong
Kowloon Shangri-La, Hong Kong
Kerry Hotel, Hong Kong
Hotel JEN Hong Kong by Shangri-La

INDIA

Shangri-La Hotel, Bengaluru
Shangri-La's - Eros Hotel, New Delhi

INDONESIA

Shangri-La's Bali Resort & Spa, The Maj Nusa Dua
(To be Announced)
Shangri-La Hotel, Jakarta
Shangri-La Hotel, Surabaya

JAPAN

Shangri-La Hotel, Tokyo

MALAYSIA

Shangri-La's Rasa Ria Resort & Spa,
Kota Kinabalu
Shangri-La's Tanjung Aru Resort & Spa,
Kota Kinabalu
Shangri-La Hotel, Kuala Lumpur
Shangri-La's Rasa Sayang Resort & Spa, Penang
Golden Sands Resort, Penang
Hotel JEN Johor Puteri Harbour by Shangri-La
Hotel JEN Penang Georgetown by Shangri-La
Traders Hotel, Kuala Lumpur

MALDIVES

Shangri-La's Villingili Resort & Spa, Maldives
Hotel JEN Maldives Malé by Shangri-La

MAURITIUS

Shangri-La's Le Touessrok Resort & Spa,
Mauritius

MONGOLIA

Shangri-La Hotel, Ulaanbaatar

MYANMAR

Sule Shangri-La, Yangon

OMAN

Shangri-La Al Husn Resort & Spa
Shangri-La Barr Al Jissah Resort & Spa,
Sultanate of Oman

PHILIPPINES

Shangri-La's Boracay Resort & Spa
Shangri-La's Mactan Resort & Spa, Cebu
Shangri-La at the Fort, Manila
Edsa Shangri-La, Manila
Makati Shangri-La, Manila
Hotel JEN Manila by Shangri-La

SAUDI ARABIA

Shangri-La Hotel, Jeddah (2020)

SINGAPORE

Shangri-La Hotel, Singapore
Shangri-La's Rasa Sentosa Resort & Spa,
Singapore
Hotel JEN Singapore Orchardgateway by
Shangri-La
Hotel JEN Singapore Tanglin by Shangri-La

SRI LANKA

Shangri-La Hotel, Colombo
Shangri-La's Hambantota Golf Resort & Spa,
Sri Lanka

TAIWAN

Shangri-La's Far Eastern Plaza Hotel, Tainan
Shangri-La's Far Eastern Plaza Hotel, Taipei

THAILAND

Shangri-La Hotel, Bangkok
Shangri-La Hotel, Chiang Mai

TURKEY

Shangri-La Bosphorus, Istanbul

UNITED ARAB EMIRATES

Shangri-La Hotel, Qaryat Al Beri, Abu Dhabi
Shangri-La Hotel, Dubai
Traders Hotel, Qaryat Al Beri, Abu Dhabi

UNITED KINGDOM

Shangri-La Hotel, At The Shard, London

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