

Mandarin Oriental's existing high standards of health and hygiene have been enhanced with a WE CARE programme of stringent protocols to further safeguard your comfort, health and safety. While some measures may vary according to destination and local government guidelines, the following diagram illustrates examples of some of the initiatives that have been introduced.



Pre-arrival Consultation



Health Declaration **Form**



Temperature Check

You may be asked to

fill out a health

declaration form

or have your

temperature checked.



Personal **Protective** Equipment



Linen Cleanliness



Enhanced Disinfection

GUEST ROOMS



Social Distancing

RESTAURANTS, SPAS

& PUBLIC AREAS

PRE-ARRIVAL

We will be in

touch with you

before you arrive

to discuss your

personal

preferences

on social

distancing

measures and

servicing levels.

ARRIVAL

Mandarin Oriental branded 'We Care' Personal Protective Equipment kits that include face masks, hand sanitizers and disposable gloves will be available on arrival.

Bedding and linen changed and cleaned daily, or less often according to preference, and washed at sufficiently high temperatures to ensure

sterilization.

Regular enhanced disinfection of all high touch areas and soft furnishings.

Increased cleaning across all hotel areas.

Social distancing measures are established throughout the hotel to ensure alignment with local requirements.







