



PROTOCOL ADOPTED BY MELHEIM RESORTS FOR HEALTH AND SAFETY ON COVID-19

The Melheim Group will be adopting the following precautionary measures in order to mitigate the spread of COVID-19 among our guests, staff members and other stakeholders. The protocol is formulated in line with the guidelines stated by the World Health Organisation and Sri Lanka Ministry of Tourism and Aviation.

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GUEST MANAGEMENT



Guest Arrival

At the entrance, our security staff will measure the temperature of each and every guest using a digital thermometer. Temperature readings above 99.5 F [37.5° C] shall be considered as fever and risky. The temperature of the guests will be recorded in the questionnaires' which will be provided to the guests at the Reception. The questionnaire is prepared in line with the Health Authority and Tourism Ministry regulations. A sample copy of the questionnaire is annexed herewith.

The luggage will be sanitized in a designated area and dispatched directly to the room with a sticker confirming sanitation.

The guests are provided with a sanitized door mat to wipe their shoes when entering the hotel.

As always, our staff will welcome our valued guests with the traditional Sri Lankan greeting "Ayubowan". Thus, we discourage our guests in shaking hands and hugging whilst maintaining social distancing etiquettes at arrival and at all times during their stay. The Front office / Reception staff will be wearing masks and gloves for the safety of our guests.

We have taken steps to serve a Sri Lankan herbal drink as a welcome drink in order to help our guests to boost their immunity against COVID-19. The guests can consume our herbal drinks throughout their stay to build up their immunity.

Recyclable cold towels will be provided when welcoming the guests and use of disposable towels will be only on request, in future.

Face masks will be provided to the guests and will be requested to wear at all times when visiting public areas of the hotel. Gloves will be provided on request.

Our Reception staff will give a short briefing to the guests on the COVI-19 precautionary measures taken by the Hotel and adherence to these measures.



Guest Accommodation

We ensure that the guest accommodation areas i.e lobby, restaurants, game room, children's play area, swimming pool and especially bed rooms are deep cleaned and sanitised by our house keeping staff. The sanitisation is done with recommended disinfectants. Our housekeeping and maintenance staff will be continuously wearing masks and gloves when cleaning the facilities.

Non-resident guests visiting in-house guests will not be encouraged but if needed will be subjected to temperature checks and all other checks similar to that conducted on in-house guests at the point of entry.

Guest Dining



The entire restaurant area, table tops, chairs, service stations will be disinfected before setting up for meals and at the end of the day.

Our food and beverage team will be serving the guests, wearing disposable face masks and gloves at all times. Disinfectant gel will be available for guests at the entrance of the restaurant, to be used prior to entering and at the exit of the restaurant.

Our set, ala carte and beverage menus will be on disposable paper until relaxation of the precautionary measures. Seating arrangements in the dining room will be arranged taking into consideration the social / personal distancing guidelines and capacity of the restaurant.

Non-resident guests will not be permitted to dine at the restaurant until the precautionary measures are relaxed by the authorities.

Crockery will be warmed and presented after the guests take their seats. Cutlery will be placed on the tables wrapped in disposable serviettes. Disposable serviettes will be used for all meals until the precautionary measures are relaxed.

In the event of a buffet service, our restaurant staff members with masks and gloves, will be assigned to serve the diners behind the counters.

We ensure at all times that all work surfaces and equipment in the kitchen is sanitised before commencement and completion of work every day, with our staff uniformed in clean attire and footwear. This is a practice which has been in place since commencement of the Resorts.

Our kitchen staff will be equipped with masks and gloves at all times with availability of hand sanitisers in each section of the kitchen. Only kitchen staff are permitted in the Kitchen area.

Guest Recreational Activities



Due to the sensitive nature of the treatments the SPA will be operational subsequent to the declaration of permission to open by the authorities.

The recreational room i.e. billiards, library, carom, chess, dart games and children's play area will be opened but activities will be allowed with maintenance of social distancing.

The swimming pool will be super chlorinated when necessary and subsequently chlorine levels will be maintained at all times as required. In addition, the auxiliary facilities of the pool area will be disinfected on a daily basis along with the usage by the guests.

Treatment of indisposed / COVID-19 suspect guests



If a guest is indisposed and depicts COVID-19 symptoms, we will designate a staff member equipped with enhanced precautions, to attend to the guest. The hotel on-call medical practitioner will be immediately consulted and the guest will be moved to a special room designated to accommodate indisposed guests.

Unfortunately, if a guest is identified as COVID-19 positive, we ensure that all arrangements are made to transfer the guest to a treatment centre via an ambulance service in consultation with the Public Health Officer of the area.

STAFF MANAGEMENT AND ACCOMMODATION



Training of COVID-19 precautionary measures

The Operations Manager is responsible for training the staff, recording and maintaining a log book of activities of the staff members with regard to the COVID-19 precautionary measures. Our staff members are continuously updated and trained on the protocols and measures implemented by the Health and Tourism authorities.

Staff management

All staff members are required report to work wearing masks and is subjected to a temperature and respiratory symptom check at the point of entry to the property. The temperature of the resident staff is checked on a daily basis and special room is designated to those who depict symptoms. At this juncture, immediate medical attention will be provided to our staff members.

We further confirm that our staff members are not travelling from any area subjected to a medical lock down. Upon reporting to work our staff members will be directed to the sanitised staff quarters and requested to shower and wear fresh uniforms and clean footwear.

Adequate hand washing and sanitising facilities have been provided to the staff members. Further, usage of personal mobile phones, pens, pencils, cigarettes, beverages is banned in the guest areas.

Staff have been requested to have meals at staggered timings and ensure maintenance of the required social distancing whilst having meals and other times.

If a staff member is suspected to be infected with the COVID-19, the person will be isolated in the designated area and medical assistance will be provided as a matter of urgency.

INFRASTRUCTURE / FACILITY SANITISATION AND DEEP CLEANING



The staff is highly trained and experienced in deep cleaning and sanitising all areas of the property. The indoor areas of the hotel is aired on a regular basis which is a normal practice of the maintenance staff.

It is also ensured that all goods received for consumption and usage of the hotel premises is disinfected at the point of receipt and ensured that it is not received from a lock down area nor handled by infected personnel.

The Resorts are tied up with several Medical Practitioners in the area, Government base hospital and Public Health Inspector and contactable for any medical emergency.

Melheim Group Management
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