



# Precautionary Measures in Response to Coronavirus to Protect our Guests



ROYAL CLIFF HOTELS GROUP

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If you have any questions or require more information regarding our precautionary measures,  
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# The Royal Cliff Management is closely monitoring the coronavirus situation at all times.



With the progression of the novel coronavirus (COVID-19) outbreak, the health, safety and wellbeing of all our guests and staff remain our top priority.

We are working closely with medical professionals, scientists and Thailand's Ministry of Health regarding the necessary precautions to keep our hotels secure and protected from the recent pandemic and follow the guidelines issued by the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC).

These guidelines detail the specific measures that are being taken to ensure that all our guests will be safe while staying at the Royal Cliff. Given the unpredictability of this situation, our plans will also keep evolving to ensure that it would always remain up to date, relevant and effective.



# Precautionary Measures for Guests at the Hotel



## Upon Guest Check-in

- Guests who book direct or those part of MICE groups will have the option to do a pre-arrival check-in online.
- Upon arriving at the hotel, bellboys will request guests to use the sanitizer gel before escorting them to the guest checkpoint.
- As per government regulation, all guests entering the venue are required to register and check-in on to the Thai-Chana platform. If guests do not have a mobile phone, then a registration form will be provided. Guests are required to check-out from the platform as well once they leave.
- All guests are expected to wear a face mask upon arrival and when walking around the property.
- All guests must undergo a temperature check before entering the hotel. Those with elevated temperature (above 37.5 °C) will be denied entry and redirected to an isolated quarantine room for health assessment by the hotel nurse. Staff will keep a record of the guest's name, arrival time and temperature in a logbook.
- Distancing floor markers are placed in our Reception area, elevators and in our restaurants as well as signs reminding our guests and staff to keep a distance.
- All Reception staff must wear a face mask and gloves.
- Bank transfers and contactless payment channels are available.
- All guests checking in as well as visitors of Royal Cliff are asked whether they have travelled to high-risk countries with rising infections in the last 20 days. This includes layovers and transits in these countries.

- Guests are required to answer the health declaration and travel history section in the Guest Registration Form. Information will be keyed in the property management system for record and those who have been to high-risk countries will be closely observed throughout their stay for symptoms.
- If someone with symptoms is found in a group, the whole group will be quarantined in the quarantine room for health assessment.
- Quarantined guests will have a separate toilet located underneath Panorama restaurant.
- Quarantined guests will be sent to Banglamung Hospital. Based on the case, Thai Health authorities might transport quarantined guests to Bamradnaradul Hospital for further medical treatment.
- Guests who may be reluctant to let housekeepers into their rooms once they have checked in will have the option to opt-out of the daily housekeeping service and can just request the service when they need it.
- Guests can request for the in-room breakfast option.





### Duration of the Guest's Stay

- The hotel has an on-site clinic with a resident nurse working from 9:00 am to 6:00 pm.
- All guests will have their temperature checked by the staff before entering the breakfast areas and other facilities.
- Guests who developed symptoms at a later stage during their stay will be brought to the nurse who will advise them on precautionary measures and further action to take.
- Hand sanitizers are available at the Reception counters and in all public areas.
- Disposable face masks are provided at the Front Office counters in case guests request for it.
- Waste containers are provided for discarded face masks to ensure proper disposal.
- All frontline staff are required to wear face masks.
- Only a limited number of guests can join hotel activities at a given time such as the hotel tour.
- Express check-out service is available upon request.
- Guests can conveniently drop their room keys in a dedicated dropbox provided upon check-out.

### Notification Signage Around the Property

- Notification signage regarding Royal Cliff's precautionary measures against the Coronavirus and tips to avoid infection are placed in the lobby areas.
- Prominent signage will be placed in restrooms reminding all guests of good hygiene habits. Signs are placed in the toilets reminding all users to close the toilet lid when flushing.
- Royal Cliff's precautionary measures against the coronavirus infection have been uploaded on the website.
- To ensure that social distancing is continuously observed, reminder signs will be placed in public areas such as the hotel reception and lobbies along with distance marker signs on the floors to remind people to social distance correctly.



# B Safe Meetings and Events @Royal Cliff



- All frontline staff will wear face masks and gloves during events.
- All delegates are required to wear a face mask at all times during the event.
- All entrances to the venue, restaurants, reception desks and bell counters will be equipped with a hand sanitizing station as well as temperature scanners.
- All delegates must undergo a temperature check before entering the meeting venue. Those with elevated temperature (above 37.5 °C) will be denied entry and redirected to an isolated and designated room for health assessment by the hotel nurse.
- As per government regulation, all delegates entering each of the meeting venues are required to register and check-in on to the Thai-Chana platform. If delegates do not have a mobile phone, then a registration form will be provided. Delegates are required to check-out from the platform as well once they leave.
- All delegates must fill in their name and contact details into the registration form. We can also offer pre-registration options for the delegates to accelerate the process and reduce congestion at the registration desks once the event starts.
- Physical distancing marks will be on the floor during temperature screening and registration.
- Sanitizing and disinfection materials are kept available for public use.



- All meeting rooms are disinfected before use.
- Signage regarding our precautionary measures, disease controls and the potential risks of Covid-19 will be placed on our website, other media channels and signage around the venue.
- Safety protocols for the contractors, suppliers and organizers will be enforced.
- Guidance on physical distancing in elevators and other public areas will be available.
- All staff are trained on standard personal preventative measures, e.g. hand washing, personal hygiene, frequency of use of sanitizing products, etc.



- Housekeeping will sanitize all potential high-risk areas every hour including door handles, elevator buttons and the restrooms.
- Microphones in the meeting venues are disinfected regularly.
- Coordination is done with healthcare professionals or hospitals to take up necessary measures in case of an emergency. These include training, practicing personal skills and preparations in terms of equipment and disease control.
- A nurse who is trained to be responsive to emergencies is available on standby for 24 hours along with the appropriate medical supplies. They can provide preliminary medical services in support of primary screening, in case of developing illness in the participant, as well as transporting them to a healthcare facility for appropriate treatment.
- Participants/meeting attendees coming from high-risk countries will be prevented from attending the meetings unless they present a medical certificate that they are well, have quarantined in Thailand for more than 14 days, or have been checked by our nurse.



- In the event of a buffet, there will be an option to station venue staff at each food station to serve the delegates and prevent cross-contamination.
- Table linen will be delivered and removed from the meeting rooms in single-use sealed bags.
- We provide the option to have coffee break refreshments and lunches in individual pre-packaged disposable containers.
- An adequate number of toilets are provided for attendees at the venue.
- Soap, hand sanitizers as well as tissue papers are adequately provided in the toilets used by the delegates.
- According to the Thailand Ministry of Public Health, it is recommended to have a maximum of 4 persons for 10 square meters of meeting space. We will take into account our client's objectives while observing social distancing guidelines for the set-ups.
- There will be clear exit and entry points in each venue to help control the flow of the delegates.





- Room capacities have been re-calculated to reflect safe options for event layouts. Meeting layouts are organized in a way that reduces overcrowding of the area used. Socially distant seating arrangements will be implemented for all meetings and events. All tables and chairs will be arranged at a distance of 1.5 meters apart from each other.

Facility	U-Shape		Board Room		3m x 3m Exhibition Booth		Banquet		Classroom		Theater		Cocktail	
	1.5 M	Max	1.5 M	Max	1.5 M	Max	1.5 M	Max	1.5 M	Max	1.5 M	Max	1.5 M	Max
Hall A B C D	1,538	3,810	1,484	3,432	446	446	1,485	4,340	1,368	5,040	1,425	10,062	1,425	6,920
Hall A	270	810	252	576	93	93	240	700	247	936	247	1,452	247	1,560
Hall B	270	810	252	576	90	90	240	600	247	780	247	1,452	247	1,420
Hall C	486	1,458	432	960	146	146	405	1,000	400	1,404	418	2,376	418	2,370
Hall D	270	810	288	576	98	98	240	700	240	936	266	1,452	266	1,550

Facility	U-Shape		Board Room		Banquet		Classroom		Theater		Cocktail	
	1.5 M	Max	1.5 M	Max	1.5 M	Max	1.5 M	Max	1.5 M	Max	1.5 M	Max
Royal Summit Chamber A+B	54	140	48	100	175	490	140	600	167	970	167	900
Sapphire A+B	21	54	20	50	25	100	16	72	40	120	40	120
Royal Opal Theater (Lower Level)	25	45	-	30	70	140	30	214	45	140	45	240
Royal Opal Theater (Upper Level)	-	-	-	-	30	60	-	66	35	100	35	60
Beach Infini Pool	-	-	-	-	1,200	2,000	-	-	-	-	1,250	2,500
Orchid Ballroom A+B	50	120	60	72	100	250	72	324	160	480	120	350
Jomtien 1	12	27	8	24	15	40	15	45	24	72	24	50
Head of State Chamber	50	138	60	66	100	300	82	315	96	500	96	400
Lotus Garden	-	-	-	-	300	550	-	-	-	-	350	1,000
Pattaya 14	9	27	8	24	15	50	12	36	20	60	20	70
Pattaya 15	10	30	10	30	20	60	20	60	37	112	37	105
Pattaya 16	14	42	16	48	30	80	28	84	51	154	51	120

# C Precautionary Measures and New Standard on Hygienic Practices for the Staff



## Practices for the Staff

- All staff has undergone training regarding COVID-19.
- Information regarding COVID-19 and guidelines on proper wearing of masks, handwashing, etc. are placed on staff notice boards.
- All staff must undergo mandatory temperature checks before their shifts. Badges indicating that the staff has passed the temperature check will be provided to all front line staff.
- All staff must disinfect their hands before entering the hotel premises.
- Staff with a body temperature of 37.5 and higher will not be allowed at the workplace and will have to seek medical help immediately. This staff will only be allowed to come back to work if they present a medical certificate stating that they are Covid free.
- High-risk areas and all high-volume touchpoints, e.g. lift buttons, catering areas, surfaces, handrails, doorknobs, toilets, entrances/exits, etc. are cleaned and disinfected with the correct cleaning/sanitizing materials and products regularly.
- All entrances to the restaurants, reception desks and bell counters are equipped with sanitizing gels for the guests as well as temperature scanners.
- Public areas are cleaned with a disinfecting solution 3 times a day.
- All guest rooms are disinfected after every checkout.
- Main entrances and lobbies are sprayed with disinfectants every hour



# Company travel and work policy in response to the Coronavirus (COVID-19) Outbreak



All employees are required to strictly comply with the following:

- The Company reserves the right not to approve or allow employees to travel to or transit through high-risk countries or territories with rising COVID - 19 infections.
- The countries and territories that the employees are not allowed to travel to may change depending on the severity of the situation and will be announced by the Human Resources Department.
- If traveling to other countries is necessary or inevitable, the employee must provide their travel details to their Heads of Departments, explaining the reason for travel, which country they will travel to, which country they will transit through, and the number of days spent in each country. The Heads of Departments will consider the provided information and notify the Human Resources Department immediately. Upon returning to Thailand, the employee must proceed as follows:

- In case of traveling to or transiting through other countries due to work purposes, the employee will take 14 days off upon arrival. This will not be counted as vacation leave and the employee will be paid as usual.

- In case of traveling to or transiting through other countries due to personal business, the employee must take 14 days of unpaid leave (not related to the employee's vacation leave). The company is not responsible for any costs or damages occurred if the employee is unable to return to Thailand.

- If after 14 days of leave, the employee has no suspected symptoms of the Coronavirus (COVID-19), the employee may return to work. Possible symptoms will be closely monitored for another 14 days and the employee must:

- o Wear a face mask while working
- o Disinfect hands frequently with 70% alcohol gel, especially before touching the eyes, nose, or face.
- o Observe body temperature and respiratory functions
- o Not share food with others
- o Abstain from going to gatherings, such as parties, birthdays, weddings, ordinations, graduations, funerals, nightlife places, shopping malls, supermarkets and any crowded places.

- If during the 14 days of leave the employee shows the suspected symptoms of the Coronavirus (COVID - 19) such as fever, coughing, sneezing, runny nose, sore throat or wheezing, the employee shall act as follows:

- Under no circumstances should symptomatic employees be allowed to enter Royal Cliff and should go immediately see a doctor. They should provide a medical certificate to the Human Resources and the Head of Department.

- If the doctor concludes that the illness is not a coronavirus infection (COVID - 19), the employee can return to work after the 14-day of leave. The symptoms will be closely monitored for another 14-day and the employee must wear a face mask while working.

- o Wear a face mask while working
- o Disinfect hands frequently with 70% alcohol gel, especially before touching the eyes, nose, or face.
- o Observe the body temperature and respiratory functions
- o Not share food with others
- o Abstain from going to the gatherings, such as parties, birthdays, weddings, ordinations, graduations, funerals, nightlife places, shopping malls, supermarkets, and any crowded places.

- If family members or people residing in the same house as the employee have traveled abroad, the employee must notify the Human Resources Department immediately so that necessary action can be taken.
- Employees who have not traveled abroad but have the suspected symptoms of the coronavirus infection (COVID-19) such as fever, cough, sneezing, runny nose, sore throat or wheezing, must notify their Heads of Department and the Human Resources Department and immediately proceed as follows:
  - In case of experiencing the symptoms during work hours, the employee must immediately notify the Head of Department to coordinate with the Human Resources Department to send the employee to Banglamung Hospital to check the symptoms as soon as possible.
  - In case of experiencing the symptoms outside of work hours, the employee is forbidden to enter Royal Cliff and its surrounding areas and must seek immediate medical attention. A medical certificate confirming that the employee does not have the suspected symptoms of the Coronavirus (COVID - 19) is mandatory.
  - If it is concluded that the illness is not the coronavirus infection (COVID - 19), the employee may return to work as usual. The employee must act as follows:
    - o Wear a face mask while working
    - o Wash hands frequently with 70% alcohol gel, especially before touching the eyes, nose, or face.
    - o Observe their body temperature and respiratory functions
    - o Not share food with others
    - o Abstain from going to the gatherings, such as parties, birthdays, weddings, ordinations, graduations, funerals, nightlife places, shopping malls, supermarkets, and any crowded places.
- In case it is concluded that the employee is infected with the Coronavirus (COVID - 19), Banglamung hospital will deliver the employee to a hospital in Bangkok. The government will bear all the expenses. The employee must strictly follow the hospital's instructions.
- All the members of the department that the infected employee works in and all the members of the other departments that work closely with the infected employee will be screened by the Human Resources Department and will be obligated to also take 14-day leave. The employees suspected of having the symptoms of the Coronavirus during the 14-day of leave must notify the Human Resources Department.
- The company encourages all employees to be aware of and understand the importance of personal hygiene. Please wash your hands before and after using the bathroom, before and after eating, etc.
- The company requests all Heads of Departments to screen the health condition of all the staff under you especially those who have direct contact with guests, such as the Front Office staff, waitresses, kitchen staff that take care of food stations and the housekeepers before the start of their shifts and monitor if they are showing symptoms of having coronavirus infection. Should there be a staff suspected of having coronavirus infection, the supervisor must notify the employee of the mandatory 14-day leave and have that employee comply with company policy.





# Safeguarding Dining Experiences at the Property



Different measures from food preparation to dining experience have been implemented to ensure food hygiene safety.

- Food products are locally sourced and none come from high-risk countries.
- Food safety guidelines are strictly implemented (ISO certified).
- All chefs are required to wash and sanitize their hands frequently before and after handling food.
- All chefs and kitchen staff who handle food are required to wear face masks, aprons, hats, gloves and hairnets.
- In the event of a buffet, there will be an option to station venue staff at each food station to serve the delegates and prevent cross-contamination.
- Table linen will be delivered and removed from the meeting rooms in single-use sealed bags.
- We provide the option to have coffee break refreshments and lunches in individual pre-packaged disposable containers.
- All tableware including menus, salt & pepper shakers, toothpick holders and tent card holders are cleaned and sanitized daily.
- Disinfecting solutions are used at all restaurants and function areas.
- Dining tables and chairs are sanitized daily and after each use.
- All food handlers must wear face masks and gloves during duty.
- The kitchen area including the cooking utensils and tableware are frequently disinfected.

## Dining around the property

- All guests must wear a mask upon entering the restaurant and may only be removed when consuming your meal.
- As we have to limit the number of people at the restaurant at any given time, our staff can refuse service to walk-in guests when the restaurant has reached its maximum capacity. It is advisable for large groups to make an advance booking. Table reservations for 8 -20 persons must be made 24 hours in advance.
- All guests must undergo a temperature check before entering the restaurant. Our staff can refuse entry to those whose temperatures are above 37.5 °C or if someone is showing flu-like symptoms. The temperature will be recorded and guests will also be asked for their contact information.
- As per government regulation, all guests entering the restaurant are required to register and check-in on to the Thai-Chana platform. If guests do not have a mobile phone, then a registration form will be provided. Guests are required to check-out from the platform as well once they leave.
- Hand sanitizers will be provided for guests to disinfect their hands before entering the restaurants.
- Our staff will be wearing face masks, face shields and gloves at all times. We will be practicing frequent hand washing and sanitizing measures.
- All tables and chairs will be regularly sanitized. Frequently used items such as credit card machines and menus will be disinfected after each use.
- All tables and chairs are ideally placed in accordance with social distancing best practices. The tables will be appropriately spaced out at the appropriate mandated distance. If the seating distance is less than 1.5 meters, a partition will be placed in-between seats.
- Salt and pepper shakers as well as other condiments will be brought to the table after guests have been seated, then removed and sanitized before the next party sits down.
- Bank transfers and contactless payment channels are available.



## F

# Safeguarding Funtasea Kids World



- All guests must wear face masks while inside Funtasea.
- Parents must read and sign our COVID-19 policy before allowing any of the kids to enter.
- As per government regulation, all adults entering Funtasea are required to register and check-in on to the Thai-Chana platform. If guests do not have a mobile phone, then a registration form will be provided. Guests are required to check-out from the platform as well once they leave.
- All guests at the Funtasea Kids World are also asked to do a temperature check before being allowed inside the club.
- All appointments for hourly playtime, cooking lessons and activities must be reserved one day in advance via messaging through our social media networks, sending an email or calling Funtasea.
- Only a maximum of 5 children and 5 adults are allowed inside Funtasea at any given time. While we accept walk-in guests, it is advisable to book an appointment beforehand to guarantee a place for your child. The staff can refuse service to walk-in members who have not made a booking prior to arrival when the maximum number of guests has been reached.
- Bank transfers and contactless payment channels are available.
- Keeping in mind social distancing guidelines, the waiting area will be able to accommodate a maximum of 5 adults.
- Funtasea Kids World is cleaned and disinfected every day - all toys that have been touched and played with are cleaned every time kids have left the area.
- Appliances, furniture, doors, tables, teaching and learning aids are cleaned and disinfected frequently.
- Bathrooms have signage featuring proper handwashing. Kids are accompanied by staff or adults to do handwashing properly.
- Hand sanitizers are available at the counter.
- All Funtasea staff must wear masks and gloves and are trained to be vigilant to check for kids who are coughing and sneezing.
- More outdoor activities will be available.
- Social distancing markers will be placed in the Reception area and inside Funtasea.



## New Safety Measures at the Fitz Club



- Fitz Club thoroughly and regularly disinfects and cleans all facilities and equipment.
- Hand sanitizers and sanitizing wipes are available for the hands and the equipment inside the gym and in the locker rooms.
- All guests and Fitz Club members are asked to wipe down equipment before and after use.
- All guests and Fitz Club members are asked to do a temperature check before being allowed inside the club. If the temperature is more than 37.5 °C, they will not be permitted inside the club.
- All members, guests and staff are required to wear a face mask when they enter or walk around the club.
- Hand sanitizers are provided for guests and members to disinfect their hands before entering any of the facilities.
- As per government regulation, all who enter FITZ Club are required to register and check-in on to the Thai-Chana platform. If a guest or member do not have a mobile phone, then a registration form will be provided. Guests are required to check-out from the platform as well once they leave.
- The machines have been ideally arranged in a way that social distancing will be implemented.
- Only 12 people can be inside the gym at any given time.
- No more than 5 people are allowed inside the Aerobic Studio at any given time.
- Only 10 people can use the swimming pools at any given time.
- Only 5 people are allowed in the locker rooms at a given time.

# H New Safety Measures at the Cliff Spa



- All guests have to book an appointment in advance.
- Only 11 people are allowed at the Cliff Spa at a given time.
- All guests entering the Cliff Spa must wear a face mask.
- All guests must have a temperature check upon arrival. The Cliff Spa team can refuse entry to those whose temperatures are above 37.5 °C or guest is showing flu-like symptoms.
- All guests must disinfect their hands with the hand sanitizer gel provided upon entry.
- As per government regulation, all guests who enter Cliff Spa are required to register and check-in on to the Thai-Chana platform. If guests do not have a mobile phone, then a registration form will guests must fill-in a registration form with screening questions upon arrival. Guests are required to check-out from the platform as well once they leave.
- Bank transfers and contactless payment channels are provided.
- Cliff Spa is implementing strict safety measures to greatly minimize the risk of COVID-19 infection including the sanitization of equipment, towels and treatment rooms between each client.
- All staff will wear face masks and face shields.

# I New Safety Measures at the Swimming Pools



- The number of people allowed in each pool at any given time will be capped to allow social distancing to remain in place.
- The pool beds and tables have been ideally placed in accordance with social distancing best practices. Please do not rearrange the poolside furniture by yourself.

