

The Notarys House

Health & Safety Best Standard Operational Practices – In Response to Covid-19

A. Best Practices - Guests

Before Arrival

- Encourage Pre-Check for the Guests in coordination with DMCs & booking Channels for less Paperwork

Arrival at the hotel

- Disinfect the Guests Luggage
- Wash your hands before entering the Reception
- Have a foot bath before entering the Premises
- Offer a face mask if the Guests do not have one
- Use hand sanitizer before picking your wet towels
- Get your temperature checked

During Your Stay

When Having Meals

- Support the method of food serving (Set menu, Ala carte)
- Practice hand hygiene
- Do not share crockery and cutlery

Using the Swimming Pool

- Have a bath before and after using the pool
- Do not share your towels or swimming gear with others

Public areas

- Always ensure the maintenance of social distance
- Stay in your room if you feel unwell and immediately call the Reception

Departure

- Get your body temperature measured at the departure

B. Best Practices - Staff

Arrival at the hotel

- Have a blind shield in front of the Reception
- Limit cash handling.
- Ask guest to insert the debit/credit card and remove it from the machine.
- Offer guests disposable gloves when using the common pen to sign the documents
- Keep an alcohol rub/hand sanitizer by your side
- Disinfect all guest keys before and after use
- Disinfect the surfaces including all machines
- Disinfect the switches & Door knobs of guests rooms
- Always wear suitable PPE (Personal Protective Equipment) when handling guests belongings

During your Stay

When Having Meals

- Minimize the overcrowding in dining area
- Make seating arrangements complying to social distancing
- Frequently clean cutlery, tables, chairs and other surfaces
- Place all cutlery inside a napkin
- keep a distance of 1m with the guests and other staff
- Keep disinfectant sanitizer at entrance to meal areas.
- Follow safe food practices
- Collect used napkins separately without touching with bare hands
- Practice hand hygiene after clearing tables

Using the Swimming Pool

- Guests with symptoms of COVID-19 will not be allowed to use the pool
- Maintain disinfectant of pools within recommended limits

Public areas

- Always use face masks, gloves and practice hand hygiene.
- Perform routine cleaning and disinfection
- Carry out waste disposal on proper guidelines
- Manage queues with physical distancing if necessary
- Display notices promoting hand hygiene and social distancing