



SHANGRI-LA

HAMBANTOTA

YOUR WELL-BEING IN OUR CARE

#shangrilacares

Here at Shangri-La, we have dedicated our last 50 years to caring for our guests and embracing them as one of our own. Our Shangri-La Cares promise comes straight from the heart, guiding our unrelenting efforts to ensure a clean and safe environment for our guests to enjoy.

The well-being and safety of our guests and colleagues remain our top priority which is why we have elevated our already stringent standards following recommendations laid out by the World Health Organization (WHO), or more stringent local directives where appropriate, to ensure its operational hygiene protocols are comprehensive.



TIME OF ARRIVAL

- Hotel limousines are thoroughly sanitized before and after each use. Drivers will be wearing masks and gloves during the ride. The front passenger seat will be unoccupied throughout the ride.
- All luggage and goods will be disinfected by our colleagues at the entrance.
- Disinfectant floor mats at entrances to clean and sanitize footwear.
- All guests' temperatures, health and travel declarations, and contact details will be collected through a QR code.
- Guests must wear face masks from the point of entry.
- Guests must maintain a safe distance of 1.5m between other guests when at the resort.
- Partitions at check-in desks and thorough sanitation of countertops and equipment.
- Room key cards are disinfected with UV lights to ensure full compliance to hygiene standards.
- Guests are encouraged to use credit cards or debit cards instead of physical money as a precaution.



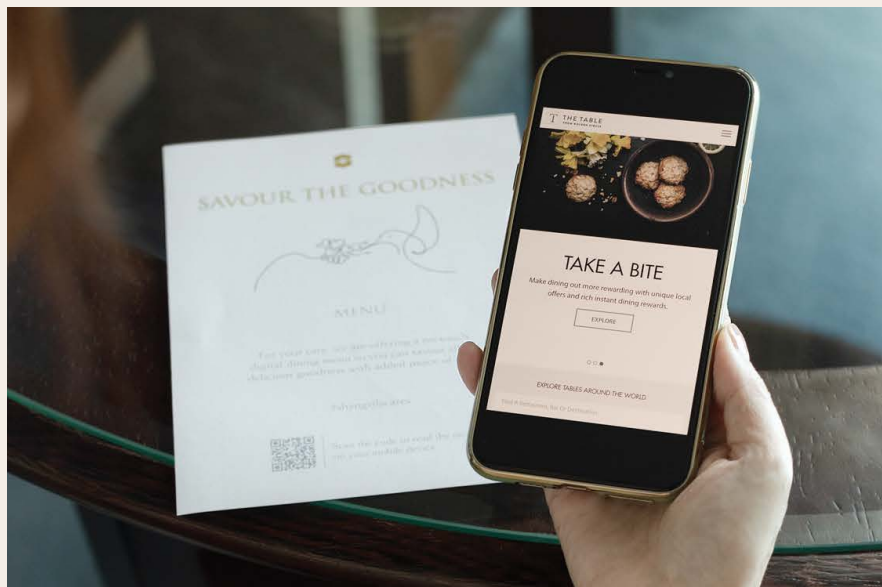
GUEST ROOMS

- #Shangrilacares cleanliness assurance seal issued post cleaning of every room.
- 12-point stepped up room cleaning regime with hospital-grade disinfectant for frequently touched surfaces.
- Room attendants will only clean the room in the absence of our guests to minimize face-to-face contact.
- Self-care pack comprising of mask, hand sanitizer, anti-bacterial wet wipes provided in-room for guests' convenience.
- New cleaning and sanitation technology e.g. ultra-violet light technology and electrostatic spraying devices are in use.
- Each room's soiled linen will be placed in double-lined sealed bags and laundered at high temperature.
- Guest laundry is wrapped and delivered in laundry covers for extra hygiene



PUBLIC SPACES

- Hand sanitizer dispensers are available at key guest areas.
- Only four people are allowed to take the elevator at any one time.
- Increased cleaning and sanitizing frequency, at least hourly, for high touch contact surfaces such as lift buttons and public bathrooms.
- Furniture is more spaced out to ensure safe distancing standards are met.



DINING

- Restaurant seating capacity is reduced as per government guidelines to maintain social distancing.
- A two seating plan with specified timings is implemented at all meal periods to manage the flow of the guests and ensure we have sufficient seating within guidelines.
- Tables and chairs are sanitized before and after meal periods.
- Social distancing should be maintained at all times from arrival to departure.
- Body temperature is checked, and masks and hand sanitizer is provided at the restaurant entrance.
- Masks must be worn at all times except when seated at the table to have food.
- Digital menus via QR codes.
- Disposable gloves are provided for guests when serving from the buffet.
- Chefs assisted one-way buffet to manage social distancing in buffet restaurants.
- Flatware is wrapped and placed on the table.
- Silver service/ sharing dishes is discontinued. All food is served individually portioned in a la carte restaurants.

IN-ROOM DINING

- Digital menus via QR code.
- All utensils, trolleys, hot boxes are sanitized after each use.
- All flatware, glassware and dishes served covered with cloche, stancaps or hot cabinets.
- All condiments served individually portioned.

MEETINGS AND WEDDINGS

- Event venues deep-cleaned and sanitized before and after each event.
- Temperature checks on arrival and wearing of masks for all guests and vendors.
- Contact details of all attendees must be shared in advance of the event.
- Covid-19 self-declaration form obtained from each guests on arrival
- Maximum number of guests to be limited as per the guidelines of the local authorities.
- Chefs assisted one-way buffet to manage social distancing.
- Disposable glove dispensers installed at the buffet for guests' use



RECREATION FACILITIES – GYM, KIDS CLUB AND SWIMMING POOL

- Mandatory temperature checks for all guests prior to entry to our recreational facilities.
- All equipment is sanitized after each use.
- Recreational facilities such as Kids Club and Gym operate shorter hours, so as to carry out deep-cleaning of equipment and premises.
- Hand sanitization stations are available at the entrance.
- All trainers and Kids Club animators will wear face masks and maintain social distancing.
- To maintain safe distancing, some gym machines will be left unoccupied and gym usage may be limited to only a number of participants per given timeslot.
- For swimming pools, we follow local regulations as required by Ministry of Health. Cleaning of pools takes place in periodic intervals with increased chlorine to disinfect the water.



OUR PEOPLE

- To reinforce a strong culture of health and safety, we have enhanced our training to comply with the health and safety guidelines of local authorities and WHO.
- Our colleagues wear face masks at all times. Face shields and gloves are worn as deemed relevant by medical experts.
- Mandatory temperature checks are done during the course of the day.
- Back of house processes have been enhanced to ensure physical distancing and intensified hygiene protocol.

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