



PANDEMIC COVID-19
HEALTH AND SAFETY ACTIONS

Dear Valued Customers,

Our guests always come first. From the minute you arrive to a fond farewell, we ensure that your happiness and health are top of our list.

More than ever our quality of service to you is paramount. We are committed to providing you with the safest of environments to enjoy your next stay.

We have redefined our highest safety standards in response to the COVID-19 virus.

All in-room and public area surfaces are meticulously cleaned with hospital grade anti-viral disinfectants and with increased frequency.

We perform temperature checks on arrival and hand sanitisation stations are positioned throughout the resort.

At X10 Seaview Suites at Panwa Beach, our values – responsibility, care, and passion – have never been more important. The wellbeing of our guests, staff and partners is our number one priority. In order to secure just that, we have set up procedures, plans and routines related to COVID-19.

We have clear procedures for dealing with guests and staff that experience symptoms, to make sure the virus doesn't spread, along with cleaning and sanitation protocols. All guidelines are strictly followed.

If you are feeling ill or showing common symptoms associated with the COVID-19 virus please contact our Front Desk Team by phone only and they will take all necessary actions.



Cough



Fever



Sore Throat

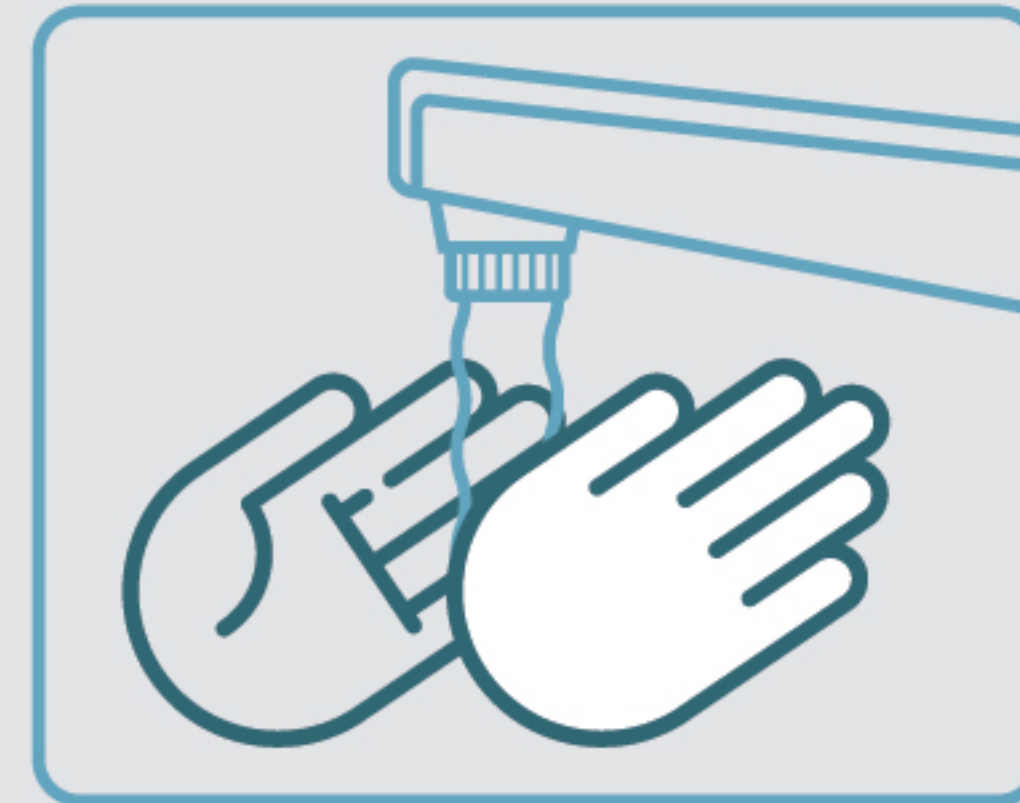


Shortness Of Breath

Prevention

To help to prevent the spread of the virus, we recommend the following:

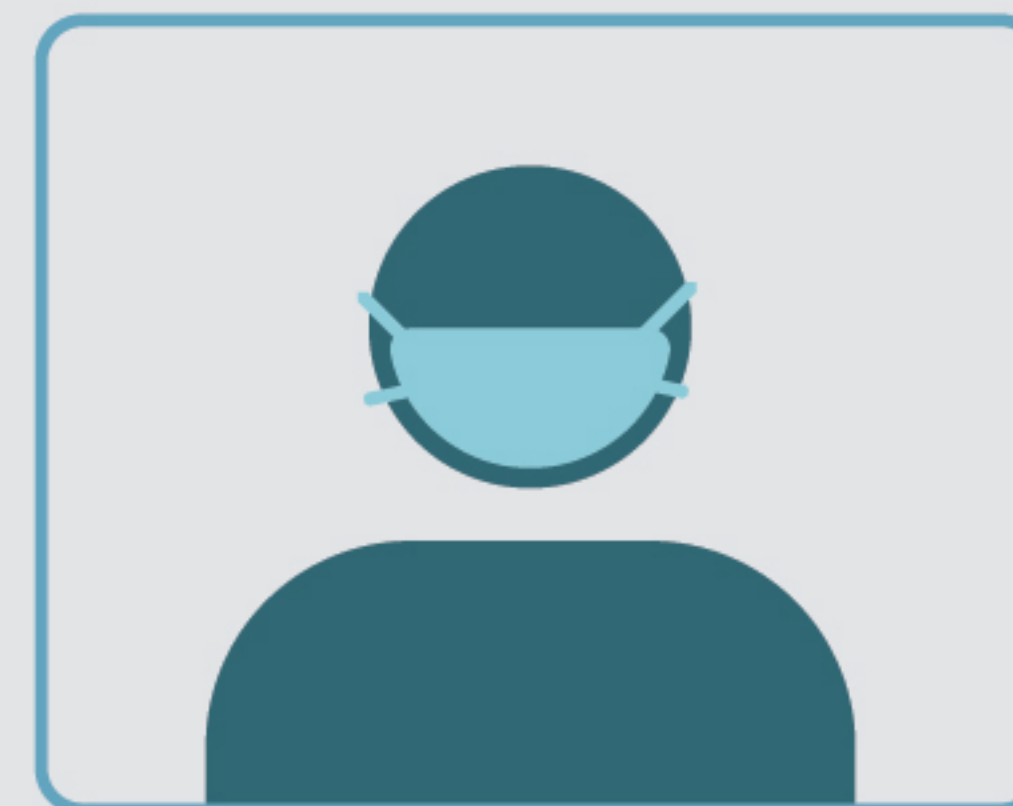
- * Wash your hands regularly with soap or sanitizer
- * Practice social distance as much as possible and avoid shaking hands etc.
- * Wear a mask if ill or travelling outside the hotel area
- * Use tissues when coughing or sneezing and dispose of them immediately (use your elbow if a tissue is not available)
- * Follow all guidelines provided from the hotel



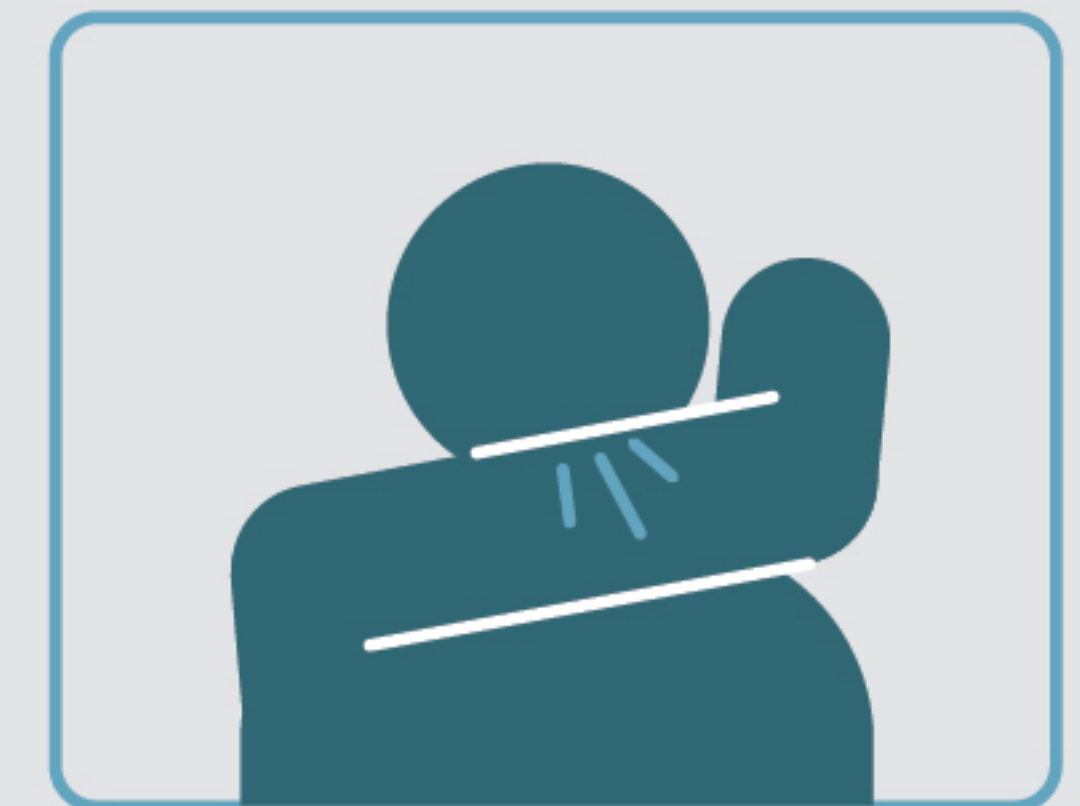
Wash hands



Use soap & antibacterial gel



Wear mask



Cough in the elbow

Lobby and Hotel Transportation

All hotel airport transportation and shuttle service vehicles are sanitized before and after use each and every day.

Guests are required to have their temperature checked when entering the hotel.

Guests are politely asked to sanitize their hands once the temperature check is complete.

Guests are asked to participate in social distancing guidelines and maintain a distance of 1.5 meters from staff and other guests not in their group.





Public Areas

All public areas are thoroughly cleaned on an hourly basis with approved disinfectants and alcohol for high touch areas.

All public area cleaning of air conditioning units has been increased.

Public toilets and waiting areas have been sanitized and disinfected before and after closing hours, and hand sanitizing gel is provided throughout the resort.

All stair cases have been cleaned and sanitized as per official guidelines.

Extensive new cleaning practices have been put in place to provide the best possible protection against potential Covid-19 viruses. All rooms will be thoroughly deep cleaned before the arrival of guests and the same intensely robust cleaning protocols will be applied during every guest change over.

The most frequently used areas, such as bathrooms, and most used devices and appliances, like TV remote controls, will receive particular attention.

Staff will always wear masks and gloves when cleaning or entering a guest room.

Air-conditioners are cleaned before each guest arrival.

After checkout all rooms are treated with UV light to ensure rooms are sanitized.

Sanitizing wipes are left for guest use in all rooms.



Rooms and Housekeeping



www.x10suites.com

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