



**Best
Western®**

Best Western
Phuket Ocean Resort
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. When our doors are open again, 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.

To aid with social distancing, food and drink menus are available to order via your mobile phone.

And in our restaurants, each table is served by a dedicated waiter to minimise risk and support our thorough tracking policy.

Our trained and dedicated staff are always on hand to advise on your questions and needs, and we are committed to continually monitor the health and safety of all our guest.

Detailed guidelines of our Health & Safety measures can be reviewed in this document.

We look forward to welcoming you back to a healthy and happy place for your next well-deserved holiday.

At Best Western Phuket Ocean Resort,

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.

The resort has been provided the highest level of information in relation to COVID-19 and we have been working very closely with the local and national government and our internal auditor, Cristal International Standards.

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.

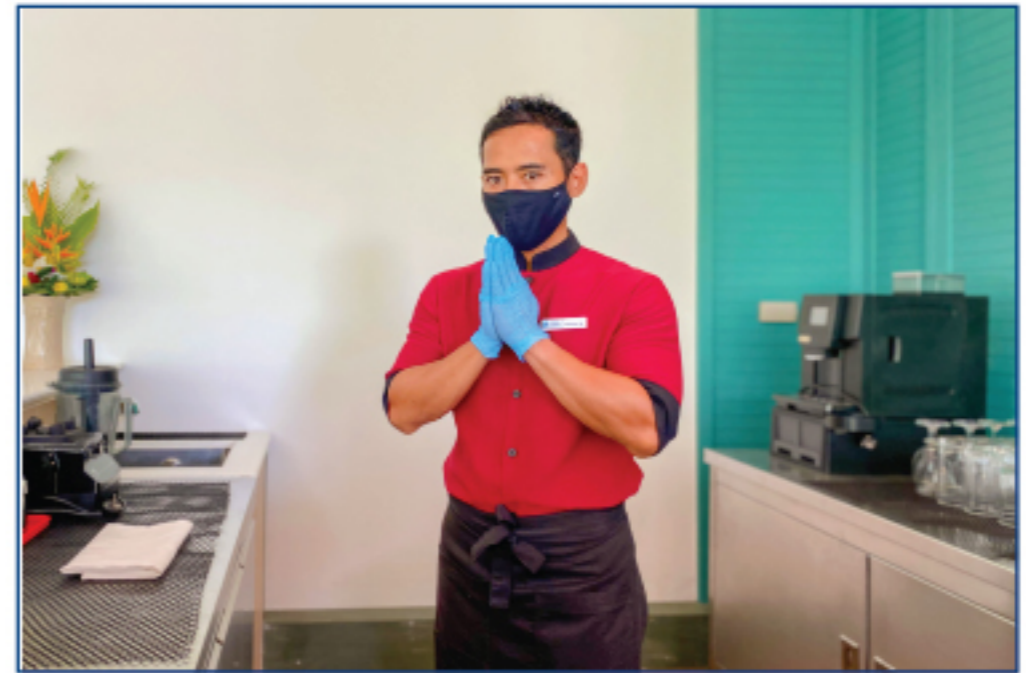
All elevators and stair cases have been cleaned and sanitized as per official guidelines.

Restaurant and Bars

Breakfast, lunch and dinner is served each day with strict precaution - from how we serve the food, to available sanitizer dispensers and the right distance between guests and tables. Guests will have the opportunity to book a breakfast time slot through our resort app.

All outlets are disinfected and cleaned thoroughly, including but not limited to: tables, chairs, public coffee machines, utensils and glassware.

Guests will be allocated a server who will take care of them during the duration of their stay.



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

General Hotel Operations



All staff have been trained by Cristal International Standards on the current COVID-19 epidemic to ensure they are aware of how to take care of themselves, as well as our guests.

All staff have their temperature checked each day before starting work. Staff found to have symptoms are required to seek medical attention and self-quarantine as necessary.

All suppliers must have their temperature checked before entering the resort, be wearing a mask and gloves and adhere to our health and safety protocols.



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