



AL NAJADA HOTEL COMPLIANCE
COVID-19 PRECAUTIONARY MEASURES

فندق النجادة
AL NAJADA
HOTEL

TAKING CARE OF YOU

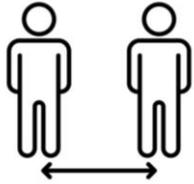
We want to reassure you that we are monitoring the COVID-19 outbreak situation closely and following the guidelines of the global and local health authorities to ensure that we are prepared to address the current circumstances. Our main priority continues to be the wellbeing and safety of our guests and team members at all times.

In this sense, we are taking maximum precautions in our hotel, applying the recommendations of the World Health Organization and the health experts. All our team members have received specific guidelines and enhanced cleaning and hygiene measures have been put in place across all areas, aiming to provide safe and clean environments for our guests and colleagues.

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KEEPING YOU SAFE AT ALL TIMES



SOCIAL DISTANCING

Enhanced social distancing practices in all areas applicable for all the guests and team members. Distancing floor markers are in place to remind everyone to keep distance.



MASKS AND SAFETY PROTOCOLS

All guests and team members are provided with masks, gloves and sanitisers. All employees are to wash or sanitise hands every 30 minutes.



HEALTH AND HYGIENE STANDARDS

Ehteraz app healthy status and temperature screening are required at key entry points. Employees are given complete safety and hygiene training to adhere with the standards.



PUBLIC AREAS

Comprehensive cleaning program and frequent disinfecting of high-touch areas with high grade cleaning agents to ensure a safe environment for guests.



GUEST ROOMS

Rooms are thoroughly cleaned and disinfected after every stay. Bed linen, towels and laundry are changed regularly and washed at a high temperature.



FOOD AND BEVERAGE

Table spacing and à la carte-only dining available to ensure physical distancing compliance and the highest hygiene and safety standards.

AIRPORT TRANSFER SERVICES

Worry-free arrival and departure

- All of our vehicles are sanitised daily and in-between trips.
- Our team pay extra attention in cleaning all high touch points of the vehicle such as door handles (both inside and out), locks, seat belts, AC, radio controls in both the front and the rear of the vehicle.
- Our airport representative follows the strictest hygiene standards at all times wearing masks and gloves while on service and change in between trips.
- Hygiene amenities are provided to each guests upon arrival such as hand sanitiser, wet wipes, masks, gloves and bottled water.
- Airport representative escorts the guests to the car while maintaining a safe distance.
- Guests luggage are sanitised before placing in the vehicle.



RECEPTION

Check in and check out with care

- All guests luggage are sanitised before entering the property.
- All areas of hotel reception and lobby are sanitised and cleaned with extra attention on high-touch points.
- Green code status on Ehteraz App is required upon check-in.
- Body temperature are checked for all Guests and arrange for Guests to complete the Health Declaration Form upon check-in.
- In cooperation with governments' requirements, maintain records that will help trace who has been in contact with an infected individual should they be identified to have been at the hotel.
- All of our guest rooms key cards are sanitised before check in.
- Hand sanitiser is to be offered to the guest by either pumping into guests palm or via any touchless alternative.
- Physical distance with the guests are practiced while escorting to the room. Hotel services information are available in Guest services directory via QR code in the room instead of room orientation.
- Recommend to guests to settle bill a night prior, minimizing the time at check out.
- Credit card payment are recommended instead of cash.



GUESTS ROOM

Protected stay

- Hand sanitiser with minimum 70% alcohol strength are placed in all guest rooms prior to arrival.
- Deep cleaning and disinfecting of guest rooms are done using **Diversey** agents with extra focus on areas / surfaces such as door handles / knobs, remote control, table top, switches, telephones, water closet flush handle, health faucet, vanity counter and bathroom floor.
- All guest request items are cleaned and sanitised before giving to guest (iron, iron board, extra bottled water etc.)
- All laundry, beddings and linens are washed at high temperature to ensure sterilization.
- Turn down service are upon request. The windows and doors of the room will be open to encourage air flow while servicing the room.
- Special cleaning and disinfection plan for situations in which there are sick guests staying at the hotel or identified with COVID-19. Rooms will be sanitised after guests check out and kept vacant for minimum 72 hours.



PUBLIC AREAS

Feel safe

- Hand sanitiser are available at each counter for guests use.
- Furniture set up are arranged and guests to be reminded of the safe distancing norms through signage.
- An inventory of high touch surfaces, items and areas (including door handles, elevator buttons, surfaces, counter tops, public bathrooms, keyboards, computer screens, railings, etc) are prepared along with a checklist to ensure high frequency cleaning and wiping is prioritised.
- Public restrooms includes hand sanitiser. Hygiene practices are encouraged by placing waster paper bin at immediate entrance and exit to restroom, allowing guests to use a paper towel to open door and discard on exit.
- Rubbish and clean garbage bins from public areas are removed at an increased frequency to normal operations - every 2 hours.
- Cleaning and disinfecting of floor corridors are done at an increased frequency to normal operations - every 2 hours.



FOOD AND BEVERAGE

Dine with confidence

- Food safety are applied in food premises to deliver the highest hygiene standards.
- Upon guest arrival Hostess checks Ehteraz healthy status and conducts temperature checks. Sanitisers are available at hostess desk and in each dining table.
- Restaurant floor plan are adjusted with minimum 6 feet distance between tables in outlets with limited seating capacity in compliance with social distancing.
- Restricted reservations are taken as per the government policy or revised capacity of the outlet.
- The entire restaurant are disinfected pre and post service period. It includes all workstations, furniture, menus, rest rooms, hostess desk etc.
- Chairs, tables, menus are disinfected in between guests.
- Bills are presented in trays instead of folders. Credit card payment are recommended.
- Single pack disinfectant wipes are provided to the guest.
- Food and Beverage service will be adjusted regularly in accordance with current food safety recommendations and government regulations.
- In room dining contactless menu are available as QR code.
- Guest will be informed on the phone with regards adjusted delivery and clearance procedures for in-room dining service.



OUR COMMITMENT TO CLEANLINESS AND SAFETY

- All team members have received enhanced COVID-19-related health and safety training, including understanding of the disease and its transmission, providing guidance on appropriate social distancing, correct procedures for wearing masks and proper hand washing awareness.
- All our employees are provided with masks, gloves and sanitisers. All are practicing strict personal hygiene and safety precautions at work and stay at home if they are unwell.
- We have partnered with **Diversey** to develop enhanced cleaning protocols that are applied in all areas of the hotel.
- Any updates on Covid-19 guidelines either from WHO or local government bodies are well communicated to all team members and guidelines are adjusted accordingly in compliance with the regulations.



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