



**CAMELLIA RESORT & SPA...
READY TO WELCOME YOU!**

**YOUR SAFETY
& WELLNESS
IS EVERYTHING**

**PLAN & RESPONSE FOR
COVID-19**



Camellia
Resort & spa

CONTENTS

- **GENERAL INSTRUCTIONS FOR GUESTS (PRIOR TO ARRIVAL)**
- **SAFETY PRACTICES – GUEST**
- **SAFETY PRACTICES – STAFFS**
- **SERVICE COUNTERS**
- **HOUSEKEEPING / MAINTENANCE**
- **SPA & SWIMMING POOL**
- **RESTAURANT, BAR, KITCHEN & FOOD HANDLING**
- **SECURITY STAFF**
- **MEETING & EVENTS**
- **IN CASE OF EXPOSURE OR SPREAD**

INTRODUCTION AND SUMMARY

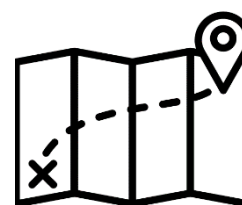
By implementing a COVID-19 Response Plan, an “essential” Camellia Resort & Spa pledges to dedicating resources immediately to identify and mitigate situations in the workplace which may introduce, expose or spread COVID-19. Each company’s written plan, unique to the operations under its control, will document the identification and mitigation measures taken, including all engineering controls, administrative controls and safe work practices, and will update that plan on a regular basis for the duration of the COVID-19 Situation.

We’re here for you and our priority is your health and safety. So, we’ve developed new safety measures and increased sanitization protocols to provide a clean, safe, and comfortable experience. All employees will be equipped with appropriate PPE’s, trained on new procedures, and take all reasonable precautions to ensure a safe environment for everyone. Here are highlights of our hotel safety measures and procedures.

GENERAL INSTRUCTIONS FOR GUESTS PRIOR TO ARRIVAL



Each guest must submit scanned image of passport & details of reservation information prior to arrival to the hotel



Prior to arrival in Sri Lanka communicate your planned travel itinerary to the hotel



Masks will be strongly encouraged for all guests prior to entering to the hotel premises

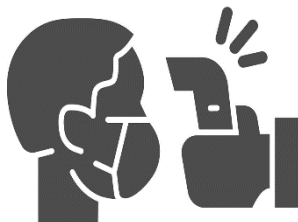
SAFETY PRACTICES – GUEST ARRIVAL AT THE HOTEL



Hand sanitizers & station will be available at the front desk



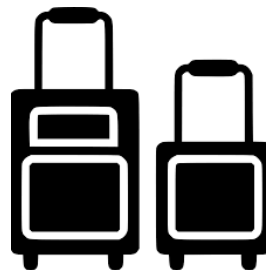
Masks will be strongly encouraged for all guests and we have masks available at the front desk if you need one



Your temperature will be checked at the time of check-in and detail report will be filed with the previous travel history

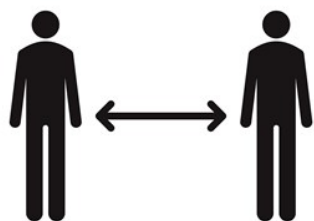


If the Guests running a temperature of more than 98.6° F should be request to fill the detail investigation form



During the check-in period your luggage will be disinfect and clean

WHEN USING THE FACILITIES AT THE HOTEL



With this we ask everyone on property to follow social distancing rules by keeping at least six feet between each other or groups



Hand sanitation stations will be available at the front desk, restrooms, guest rooms and all public spaces.



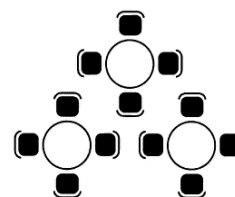
It is advisable to avoid swimming when pool is crowded, and always maintain social distancing rules by keeping at least six feet between each other or groups. Pool will only be available after declaration of local authority.



With your safety in mind we have paused valet services and we will have self-parking available for all guests and visitors



Guests will be asked to abide by self-screening protocols about current symptoms and recent exposure to COVID-19 prior to arriving to Spa, and also limit the belongings while using the facility. Spa will only be available after declaration of local authority.



Restaurant and meeting rooms will be frequently sanitized throughout the day. All guest rooms will undergo enhanced disinfecting measures with extra attention paid to high touch surfaces.

SAFETY PRACTICES – STAFF

All the safety practices are put in place to ensure the safety of our guest



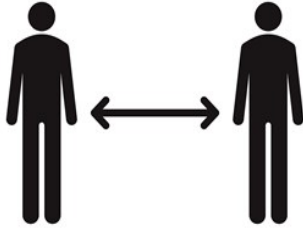
Ayubowan' should be used as the greeting for all Guests



Hand sanitizers & station will be available at the front desk



Masks will be strong encouraged for all guests as we have masks available at the front desk if you need one



With this we ask everyone on property to follow social distancing rules by keeping at least six feet between each other or groups



GOOD HEALTH

Maintain good overall personal health hygiene



Staffs are trained on Covid -19, and its protective measures



Officers are assigned to monitor staffs well being

SAFTY MEASURERS FOR SERVICE OUTLETS

Reception, Bell Desk, Cashiers, Restaurant, Bar, Security, Etc...



Limit cash handling & encourage guests to use credit or debit cards whenever possible



Sanitize all the guest supplies & high touch surfaces after each use



Hand sanitizer dispensers are available in all the service counters

HOUSEKEEPING/ MAINTENANCE



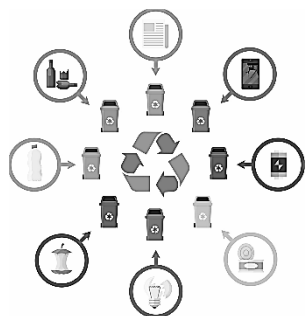
All the service employees are required to wear suitable PPE



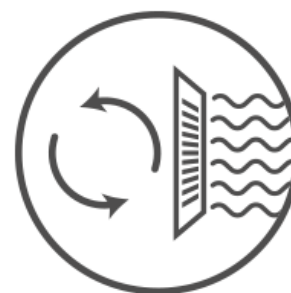
Perform disinfection and routine cleaning



Use marked laundry bag for guests/staffs laundry services



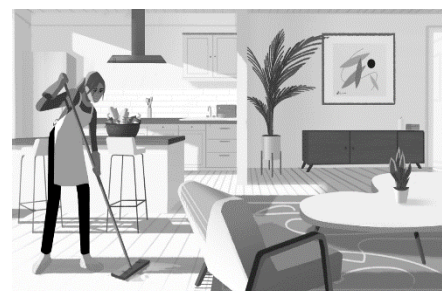
Carry out waste disposal on proper guideline



Ensure proper functioning of air ventilation and air exchange system in all the hotel buildings



Ensure pool chemical level is always maintained with in the recommended level.



All rooms will be frequently sanitized throughout the day. All guest rooms will undergo enhanced disinfecting measures with extra attention paid to high touch surfaces

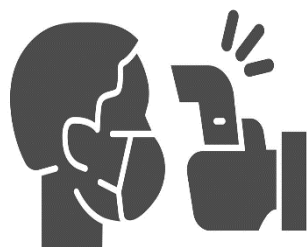
SPA / SWIMMING POOL



Hand sanitizer dispenser is available



Fill case investigation form from the client



Check client's temperature before treatments



Treatment rooms and equipment's are disinfect after each treatment



It is advisable to avoid swimming when pool is crowded, and always maintain social distancing rules by keeping at least six feet between each other or groups.

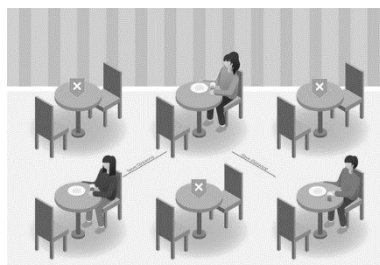


All the sunbeds are disinfected after each use

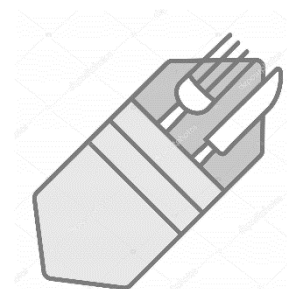
RESTAURANT/BAR & KITCHEN



Hand sanitizer dispenser is available at the entrance of each outlet



Seating arrangements are done complying with social distance guideline



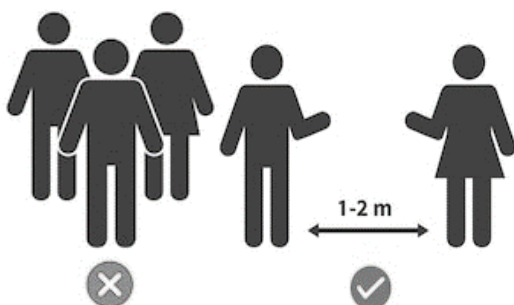
Cutlery are placed inside a closed napkin



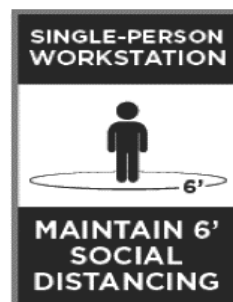
All the contact surfaces & kitchen, restaurant & bar utensils are disinfected after each use



Cover and seal all foods during transport or temporary storage



Staffs in the kitchen will be limited in order to adhere to social distancing

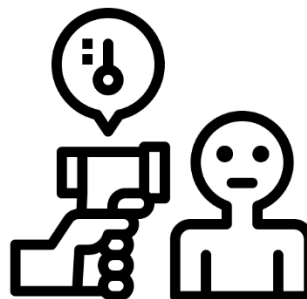


Workstations & food preparation areas are spaced out

SECURITY



Security officers are trained on Covid-19, and its protective measures



All employees are monitored for fever and respiratory symptoms



PREVENTION OF COVID-19

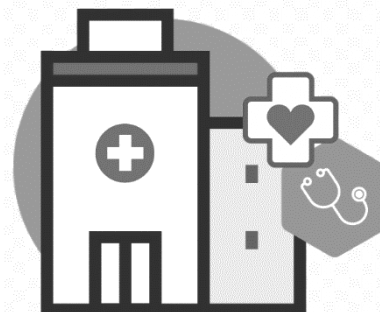


WEAR A FACEMASK

WASH YOUR HAND

SOCIAL DISTANCING

Ensure all guest contact points and social distancing guidelines are followed in order to avoid overcrowding at the entrance



Assigned officer will assess the situation and send possibly infected guest/employee to a medical facility

MEETING & EVENTS

- **Hand sanitation stations will be available at entrance of the meeting room.**
- **We require temperature checks of all guest before entering the venue.**
- **Limit the number of Guests in the area based on maximum allowed**
- **Meeting rooms will be frequently sanitized throughout the day. Disinfect each desk, equipment and work area after the Guest has moved out and also all material will undergo enhanced disinfecting measures with extra attention paid to high touch surfaces.**
- **Ensure proper functioning of air ventilation and air exchange system in building**
- **Documented all the contact details of organizer, participants and visitors.**
- **In case attendee is to display covid-19 symptom's he/she will be safely isolated**

IN CASE OF EXPOSURE

- **Immediately isolate the guest/employee suspected of having covid-19 and inform the relevant health authorities.**
- **Identify individuals who may be at risk, and monitor them for symptoms.**
- **Disinfect all the areas within the hotel.**
- **Seek health assistance to carry out test on other guests/employees who might have come in contact with the infected individual.**
- **Provide records to local health authorities to trace those who might have been in contact with the infected individual.**

SAFETY ASSURED!!

WE'RE REDADY TO WELCOME YOU!!



Camellia
Resort & spa