



INTERCONTINENTAL®  
BALI RESORT



IHG CLEAN PROMISE



# INTRODUCING IHG CLEAN PROMISE

Enhancing the guest experience with new cleaning protocols, service standards, partners and an IHG Clean Promise guarantee.

As the world adjusts to new travel norms and expectations, InterContinental Bali Resort is enhancing the experience for the resort, by redefining cleanliness and supporting guests' personal wellbeing throughout their stay.

Using new, science-led protocols and service measures, partnering with industry leading experts **Cleveland Clinic**, **Ecolab** and **Diversey**, and launching a global IHG Clean Promise, the strengthened measures will give guests greater confidence and hotel teams the protection needed.

IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward guests can expect to see evolved procedures in every area of the hotel, which may include:

## ARRIVAL

Car clean with new standard hygiene, temperature check for all guest, hand washing ritual, reduced contact at check-in, touchless transactions, front-desk screens, sanitiser stations, and sanitised key cards.





## GUEST ROOM

Visible verification of sanitized items (e.g., glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols, use of new technology and welcome hygiene & sanitation pack.



## PUBLIC SPACES AND FACILITIES

Additional deep cleaning of high-touch surfaces, social distancing, "last cleaned" charts, best practices for pools, fitness centers and lounges.





## FOOD & BEVERAGE

New standards and service approach to restaurants, buffets, room service, banquets and catering. Applying e-menu which can be accessed through the QR code.



### Supporting the Wellbeing of Guests and Colleagues

Enabling the personal wellbeing of guests and colleagues is the key. IHG is working closely with a team of medical experts at the world-renowned Cleveland Clinic to develop guidance and resources for hotel teams on returning to work and keeping guests safe in this new environment, which may include:

- Cleanliness information in hotels and on IHG's booking channels
- Social distancing operating procedures and signage
- Guidance on the use of protective equipment as necessary by hotel colleagues
- Updated colleague training and certification
- Availability of individual guest amenity cleaning kits
- Hand sanitizer and disinfecting wipes available in guest rooms and at high-touch points throughout hotels

## BALI NEW NORMS

The Government of Bali welcomes visitors and introduces the New Era of Bali Life Order Protocol to offer a comfortable and enjoyable travel including:

- Wear a face mask or face shield
- Wash your hands with soap and running water or use a hand sanitizer
- Meet the requirements to maintain a minimum distance of 1 (one) meter when interacting and sitting
- Implement Clean and Healthy Behavior (PHBS)
- Cover the nose and mouth with a tissue or handkerchief when sneezing and coughing
- Avoid the use of hands directly touching the face area, such as eyes, nose, and mouth
- Undergo body temperature measurements
- Clean personal items such as cellphones, glasses, bags, masks, and other items with disinfectant liquid as many as needed
- Willing to be examined by Health workers in order to prevent the spread of Covid-19; and
- Avoid physical contact when greeting

For the latest information, please check [infocorona.baliprov.go.id](http://infocorona.baliprov.go.id)

WE'RE COMMITTED TO HIGH LEVELS OF CLEANLINESS.  
IT IS ALL BACKED BY OUR IHG CLEAN PROMISE.  
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