



Following the guidelines and recommendations of the Egyptian Government, the following actions & procedures will be applied to ensure the security and safety of our guest:

- The hotel will provide personal protection tools for guests and workers (Disinfectants – Face Masks – Gloves – etc...)
- Ensuring proper ventilation in all areas
- Providing informative signs on the most effective safety precautions
- A dedicated area is allocated for quarantining non-critical cases

Check-in process:

- Providing hand sanitizers in the reception area and different locations at all times
- Disinfecting all public areas regularly
- Measuring the temperature each guest upon entering the hotel each time
- Following safety precautions for individuals with chronic diseases and who are above 65 years old in addition to informing the Ministry of Health to take necessary precautions.
- Upon discovering a positive case among guests: the hotel will inform the Ministry of Health to coordinate the isolation of the case in the dedicated area in the hotel or the hospital based on the severity of the case and according to the instructions of the Ministry of Health

Employees:

- Commitment to run a maximum of 50% of the volume of employment
- Performing rapid test for returning employees from their vacation before resuming their work duties and upon their departure
- The duration between each vacation for employees in the coastal cities is 60 days
- Measuring the employees' temperature each day

**Restaurants:**

- Shisha service is not permitted
- Measuring the temperature of all restaurant guests
- Leaving minimum distance of 2 meters between tables, 1 meter between each person per table.
- Using single-use cutlery.
- Placing disinfectants and wipes on each table
- Placing safety instructions across the restaurant areas

Pools & Beach:

- Regular maintenance and disinfection of the pools and using maximum chlorine concentration ratio (5 mg/L) and Bromine (10 mg/L) In order to neutralize COVID-19 virus
- Disinfecting the areas surrounding the beach and pools, including tables, surfaces and sun beds after the use of each guest
- Leaving a 2-meter distance between each sun bed
- Delivering beach and pool towels in the rooms to minimize human contact

Fitness Centre & Spa:

- Disinfecting all touchable areas on hourly basis, and the entire fitness centre after the use of guests, while maintaining the proper distance between the equipment.
- Cleaning and disinfecting all bathrooms within the fitness centre facility on hourly basis.

Housekeeping & Laundry:

- Disinfecting rooms daily using POSI procedures and following Ministry of Health instructions
- Cleaning and disinfecting all touchable areas in public areas and bathrooms on hourly basis, using the certified disinfectants by the Ministry of Health
- Disinfecting corridors on daily basis and fully disinfecting rooms after the guest departure
- Laundering linen and beach towels using high temperature, and disinfecting the laundry machine unit after completing the daily laundry cycle
- Changing bed linen every other day.
- Disposing waste safely (in coordination with Ministry of Health and Ministry of Environment)