



## PREVENTIVE MEASURES IN RESPONSE TO COVID-19

At EQ, we remain vigilant and steadfast in our commitment to provide every guest with the highest standard of safety and hygiene. The health and safety of our guests remain our top priority. We are delighted to outline our procedures and will be available for any further assistance.

### Before Arrival

~ Assigned room has been vacant for at least 48 hours prior to arrival with extra effort put into cleaning and sanitising.

### Upon Arrival

- ~ Information on safety and hygiene, regulations, as well as availability of hotel facilities and services is displayed prominently in all areas.
- ~ Body temperature will be checked and guests will be asked to complete a Health Declaration Form with personal contact details and particulars.
- ~ Guests with a body temperature of above 38°C and/or displaying respiratory symptoms will be requested to seek medical attention and denied check-in.
- ~ For added assurance, neighbouring guest rooms will also be kept vacant to limit the number of guests staying per floor.

### During The Stay

- ~ Complimentary pocket-size hand sanitisers are provided for all hotel guests.
- ~ Hotel linens and towels are laundered with detergent, bleach and hot water over 60°C.
- ~ We require the assistance of guests to maintain social distance of at least 1.5 meters from others.
- ~ Contactless room service deliveries are available upon request.

### General Guidelines

- ~ Available rooms have been limited to reduce the number of guests.
- ~ Employees on the property are to work on rotational shifts on all floors.
- ~ It is mandatory for our employees to have their body temperature checked twice per day and wear face masks and gloves when in contact with any food and beverages.
- ~ Employees must wash hands and use hand sanitiser frequently.
- ~ Hand sanitisers are available in all public and employee areas as well as in guest room corridors.
- ~ Regular staff briefings are conducted on additional hygienic and preventive measures.
- ~ Frequent routine cleaning is conducted and monitored for high traffic and touching surfaces such as elevator buttons, handrails, doorknobs and public restrooms.

Please be assured that we have extremely high standards of health and safety procedures in place. Guidelines and any further changes are subject to prevailing Government policies.