



## A new way to stay

*Looking forward to welcoming you, safe and secure.*

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Hotel Caravel is now open and ready to go! We are committed to creating a safe and enjoyable space. To protect all guests and our team at Hotel Caravel, we ask you to:



Wear a face covering in all shared spaces



Practice social distancing



Wash and sanitize your hands frequently



Favor cash free and contactless payment



Promptly notify our team if you have symptoms of Covid-19

We have made some important changes within our hotel, developed new **safety measures** and increased **sanitation protocols** to provide a clean, safe, and comfortable experience. We look forward to welcoming back and introducing new guests to our growing community. Take a look at what we're doing across the hotel to ensure your comfort and safety at all times!

### HEALTH & SAFETY

- Hand sanitation stations are visible and readily available throughout the hotel.
- Masks are required for use while in public areas of the hotel. We have some available for guests at the front desk.
- Appropriate and visible signage has been placed throughout the hotel promoting personal hygiene, physical distancing and face covering adherence in shared spaces – be mindful of others!
- Protective shields have been installed in our hotel reception areas to ensure a suitable distance is maintained between guests and our teams.
- Lift/elevator occupancy is limited.
- Daily temperature checks are given to guests checking in. Employees also require temperature checks and a screening before entering the property. Standard protocols are in place for handling temperature detections of 37.5 degrees Celsius and above.

### CLEAN & SANITIZED SPACES

- Cleanliness has always been a top priority for us. But in these extraordinary times, it has never mattered more. We have enhanced our cleaning policies and hygiene standards to ensure your comfort and safety. All spaces are thoroughly cleaned and sanitized using disinfectants effective against Covid-19.
- We will be giving our extra attention to all high touch points including, but not limited to, door handles, light and control switches, WCs, TV remotes and lift buttons.
- Guestrooms remain sealed and isolated for a minimum of 24 hours prior to the next guest arrival, and independently ventilated with 100% fresh air for your safety.

## CHECKING IN

- We strongly encourage checking in online before arrival, directly from our website. We promise to keep it brief and have keys and information readily available upon arrival!
- Contactless payment options are highly preferred.
- There will be extra care taken at our front desk. Any room key cards, pens, credit card terminals that you come into contact with will be disinfected by hand after each use.
- Our staff will be wearing masks, and protective windows have been installed over the front desk.

## IN-ROOM

- In-room printed info, such as our guest directory, is now available through QR codes that can be scanned on mobile devices to access information digitally.
- We also offer complimentary digital access to international newspapers and magazines (simply connect to our Wi-Fi and download the free *PressReader* app or visit [pressreader.com](http://pressreader.com) from your own device).

## FOOD & DRINK

- We redesigned our spaces and have restricted the occupancy level for the breakfast room, giving you ample space to enjoy your breakfast, which will be divided into shifts – you will therefore be asked to share with us your preferred breakfast time at the front office.
- We located social distancing markers on the floor denoting the distance requirement in all areas where lines may form.
- Our self-service breakfast has been replaced by serviced buffets with staff wearing masks. Breakfast remains complimentary for all of our guests, yet food options have been temporarily limited in order to ensure the maximum health and safety standards.
- In-room breakfast is available, upon request, as a pre-packaged breakfast and deliveries are contactless.
- **Please note that our restaurant and bar have temporarily closed.** You will soon be notified on their reopening! In the meantime, you can enjoy the restaurant and cafes next door.

## TRAINED STAFF

- Our staff have been trained on standards, procedures and best practices for cleanliness and health. All employees are equipped with appropriate PPE (personal protective equipment), trained on new procedures and take all reasonable precautions to ensure a safe environment for you.
- Our team knows how to proceed in case of suspected infections and if they or anyone they live with has any symptoms of Covid-19. Social distancing is implemented in all of our team areas including kitchens, offices and back of house spaces.

Thank you for reading and following the guidelines.  
We will continue to update these policies in line with the latest government guidance so you can sleep well and enjoy the very best of Hotel Caravel.

Stay safe :)