

## Covid-19 Hotel Protocol

At JacTravel we have compiled a handy checklist with the protocols that have been put in place to comply with regulations on reopening for Covid-19 and JacTravel's requirements to ensure all our guests have a safe and memorable trip.

### Hygiene

- Guest-accessible disinfecting wipes and hand sanitizer at entrances and high traffic areas
- Protective screens at reception
- Contactless check-in and check-out (digital keys on smartphones)
- Focused disinfection on high touch areas in rooms and public areas
- Daily housekeeping service on request only
- Any extra bedding and linen to be removed
- Reduced paper amenities (guest directories)
- Employees to wear masks in public areas
- Leisure centres to remain closed until further notice
- Enhanced cleaning and disinfection for fitness centres, restaurants, bars, in-room dining and meeting spaces



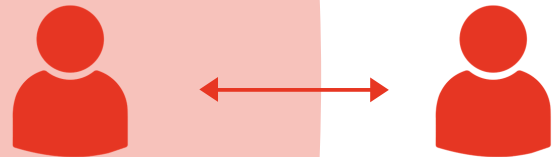
### Training

- All employees receiving additional training on how to keep themselves and all guests safe



### Social Distancing

- Minimum touch check in and out
- 2m floor markings to be adhered to by guests and employees
- Protective screens at reception and concierge desks
- Lifts to be used by one person at a time or guests who are known to each other (travel partners)
- Social distancing floor signage in place
- Reception queue observing physical distance (ground markings)



### F&B

- Breakfast available as continental only or delivered to bedrooms
- Grab & go breakfast provided
- Breakfast prepared by staff equipped with suitable protection



### Cashless

- Card payments only

