

## Coral Sea Hotels Covid-19 Operation Guidelines Summary

- **General Guidelines**

Due to the current occurrence of the Covid-19 global pandemic, Coral Sea Hotels, Resorts & Nile Cruises have updated all their standard operating policies and procedures accordingly to ensure prevention of spread, detection and provide optimal health and safety measures for the well being of our guests and team members.

- **Hotel**

Regulations require that maximum hotel Occupancy not to exceed 50% with consideration to outlets and facilities capacity (i.e. pools, restaurants...etc)

- **Online Check-in**

Online check-in is recommended to all guests and is available through the Coral Sea Hotels website. It will also be available through all online engines and travel agents soon. Furthermore, QR-Code scan is printed and posted at the reception. This is to give instant access to guests to online check where they can check-in, attach passport, vouchers etc to minimize direct contact with reception and time of awaiting.

- **Hotel Entrance**

Disinfection for all vehicles' tires is being carried out at the main gate before entering the hotel, using Alcohol 70% concentration. Also body temp measure for all visitors other than in-house guests, where their body temp is measured at lobby gate.

- **Lobby Entrance**

Hand sanitizers are available before entering lobby/reception and afterwards. There is also masks and gloves station. On arrival, guest's temperature will be measured and their bags will be taken for vapor disinfection

- **Temperature Reading&Record-keeping**

All guests arriving to the hotel will have their body temp measured before proceeding with check-in. same process will be done at every meal when entering the restaurant. Control record will be kept. Depending on the case, guest will either be put under observation or confined as per protocol. Local authorities will be informed and we will be following their instructions. Same process followed and applied on all team members.

- **Personal Protective Equipment 'PPE'**

For guests' use, permanent stations of masks, gloves and hand sanitizer are available at the reception area. Masks and hand sanitizers are in every guest's room before arrival. Sanitizers are widely spread at lobby, guest room corridors, restaurants entrances, elevators entrance at every floor, gym, all counters, work stations, sections, offices, staff entrances and housing corridors and many other locations.

- **Social Distance:**

All hotel outlets are marked with social distancing indicators where required, such as; Reception, Concierge, Bars, GYM, Elevators and counters where queueing is possible. Also, chairs, sofas and tables are rearranged or marked to maintain social distance and capacity accordingly. Glass/acrylic barriers are fitted on counters where needed/applicable.

- **Covid-19 prevention, symptoms and other awareness materials**

- Covid-19 awareness info, posters, letters and screens are spread in guests and staff areas. In reception, TV screens in lobby and inside all in-door bars, info channel in all guest rooms opened before guest arrival, public area. Also, posters in all staff work areas, housing, staff cafeteria, locker rooms and other staff areas. Awareness and regulatory advice is communicated through an information TV channel in the Lobby area
- Info welcome letter specially prepared to inform guests, where they are concerned, with our Covid-19 procedures and on the back of this letter there are Covid-19 awareness.

- **Cleanliness & Disinfections**

All kitchens, bars, operation back areas, laundry, guest room corridors, public toilets and beach/pool sun-beds and several other operation areas are disinfected every morning before operation hours. Also, all operation touchable points and surfaces are disinfected every hour and/or as needed whichever is closer with high vigilance and according to POSI standards.

- **Rooms**

All guest rooms terraces are left opened for 12 hours after departure and/or before arrival to allow fresh air inside the room. Afterwards, room walls and floor are disinfected by spray machine leaving, all surfaces and touchable points and all fabrics by vapor machine.

While for daily cleaning, all linen are brought from laundry in separate, all touchable points are disinfected and floor is disinfected last thing before leaving the room.

Surface, floor and touchable points are also disinfected after any maintenance or service orders.

Beach/pool towels will be left in guest rooms instead of towel kiosks and will be replaced every day according to guest count.

- **Waste Baskets**

All public areas are equipped with waste baskets marked "Safe PPE Disposal" for proper disposal. Those baskets and the one in guest room bathroom are supplied with red color waste bag, hazardous waste, and are handled according to hazard disposal standard.

- **Restaurants**

Restaurant reservation system is available on hotel App to organize and regulate guests number and their arrival to restaurants. All restaurants have sanitizers at entrance and PPE station. Guest body temp is measured at every meal before entering restaurants. Silverware are packed in plastic bag after cleaning and disinfecting. All plates, glasses and tableware are placed after guest arrival.

One-way ware is used where applicable and available everywhere for guest request.

- **Meals**

Local authorities have allowed buffet food style but banned self-service. Accordingly, with this service style and for guests/staff health safety we don't feel comfortable we will be able to apply covid-19 precautionary measures. Therefore and for now, we will stick to set-menu food service style.

- **Guests 65+ years of age**

As guests of age 65+ are most vulnerable to Covid-19, we have adopted some measures that are supposed to reduce their contact with crowds. We have made them entitled to a complimentary daily check at the hotel clinic if needed. Where feasible, guests will be allocated in a segregated section far from other in-house guests and will be granted free late check-out when available.

- **Confinement**

Guests with 38+ temp or showing Covid-19 symptoms will be escorted to hotel clinic for physical check. If case is confirmed as positive suspect, local authorities will be informed and we will act according to their instructions. If guest confinement in hotel is required, we have prepared a rooms section in an empty building specifically for confinement. We have also created a special policy for this.

- **Hotel Crisis Management Team**

The hotel has formed a Crisis Management Team “CMT” including the General Manager and all department heads to ensure total control on all information and communication related to suspicious and isolated cases.

Also, all department heads have highly trained and qualified sub crisis management teams. This team’s main task, which they are trained for, is to observe guests and staff during operation and spot those with Covid-19 like symptoms and act according to policy.

- **Staff Training**

All team members received training related to their new standard operating policies and procedures in accordance with the Covid-19 regulations and precautionary requirements to ensure knowledge, awareness and preventative measures are safely carried out throughout the Resort.

- **Hotel Staff**

All hotel staff returning from vacation must undergo a minimum of one week confinement period in designated area in the onsite staff housing before getting in contact with their colleagues or be allowed back on duty.