

#SAFEHOTEL

All the current operation procedures run in DeSilva Group facilities during the sanitary regime due to COVID-19 were drawn up in compliance with the regulations and guidance of the Ministry of Health / Chief Sanitary Inspection (GIS) / Ministry of Development. The procedures, their implementation and taking effect are monitored on a regular basis by the Management of DeSilva Hotels. The establishments are licensed to run their businesses in accordance with requirements set forth by GIS / SANEPID / HACCP.

Every day, we go to any lengths to ensure your well-being.

Reception safeguards

- Only 1 visitor is allowed to stand at the reception at a time
- We have marked places every 2 metres for people queueing to be served at the reception
- Receptionists are wearing disposable safety gloves and masks or visors when dealing with Visitors
- On-site check-in is preceded by sending visitors' details in e-mails or providing them over the phone
- You are encouraged to make cash-free transactions, as we disinfect the electronic payment terminal after each individual use
- We disinfect the reception counter after each contact with a Visitor

Safe corridors and rooms

- The places with a free access are supplied with gel disinfectant feeder
- Public items in the hotels (door handles, lift push buttons, etc.) are regularly disinfected
- Following a Visitor's departure, their room is excluded from use for 48 hours and painstakingly disinfected during the time

Safe conference areas

- All conference rooms are aired on a regular basis
- Hand disinfectants are supplied at the entrances
- Conference equipment such as a projector, laptop, switches, controllers and door handles are disinfected
- Conference chairs are arranged at a safe distance of 2 m one from another

Safe catering

- All meals are prepared and served sterile, while observing due diligence and hygienic requirements
- Guests are asked to keep two-metre distance one from another at the restaurant entrance
- The tables in restaurants are disinfected after each Guest
- The restaurant is newly-arranged for a limited number of diners at one time to keep the 2-metre distance required

Personal safety

- Before you enter the hotel, remember to disinfect your hands and put your mask on
- We encourage all our Guests and our staff to greet each other with a smile and not with a handshake
- Please keep a safe distance when in direct contact with others
- Please do not use hotel's hand dryers and hairdryers in the rooms
- We encourage our Guests to adhere to the SAFE DESILVA HOTELS practices
- Preferably, talk to hotel's reception via email or phone

Safe staff

- All our employees strictly follow the requirements to wear protective masks, disposable gloves and protective clothes during their work
- Each employee disinfects his/her working tools and ensures his/her hands are clean and in good state of hygiene
- We provided staff training on maintaining special safety precautions and all hotel employees
- We measure the temperature of each employee before they can enter the hotel
- If subfebrile temperature and symptoms of illness are found, the employee is sent home immediately

