



# COVID - 19 SAFETY PROTOCOL

27th May 2020

Jetwing  
HOTELS  
SRI LANKA



## **AYUBOWAN! (MAY YOU LIVE LONG)**

Being a luminary in the hospitality industry of Sri Lanka, Jetwing's story is one of genuine passion and unfaltering resilience. During our journey of over 4 decades, we have endured setbacks and adversities time and again, through which we persisted as a family of dedicated people who believe in the ethos of caring and true Sri Lankan hospitality, growing into the brand that we are today.

From laying the foundation to the humble six-bedroom property in Negombo long years ago, to creating over 30 unique spaces across all corners of our beautiful island nation today, everything we did and continue to do are inspired and driven by the values of passion, tenacity, humility and integrity – instilled in us by our founder, the late Herbert Cooray.

It was also his firm belief that hospitality cannot exist isolated from the local communities and the environment and so, sustainability is a vital pillar on which Jetwing was built upon. Since our inception, we have done our utmost to preserve the environment that surround us and assist Sri Lankans of different walks of life, thrive and improve their lives for the better.

In a time where the world as we know it has changed unimaginably in such a short span of time, some things still remain unchanged – our heartfelt 'Ayubowan', warmth and compassion; our spirited dedication towards delivering world-class service through authentic Sri Lankan hospitality; our wholehearted endeavor of creating gateways to let the world experience the true essence of Sri Lanka; our long standing commitment towards the environment and people; and most importantly, our ardent efforts towards maintaining the highest standards of safety and hygiene throughout your respite.

Due to the unprecedented events we are facing today, we have elevated our standard protocols to an even higher level without compromising the quality of your experience, to ensure a safe environment in all our properties, with the health and well-being of our associates and guests at the forefront. We assure you that, all of us at Jetwing are doing everything possible to comply with the best practices put forth by the government and the public health authorities across the globe, to actively prevent the spread of COVID-19.

As we weather this crisis as one, with optimism and courage, we are confident that better days are just around the corner. When that day comes, we will welcome you with the warmest of 'Ayubowan' to make you feel right at home and we promise you that, with us, no matter the circumstances, you will be in good hands.

Bohoma Isthuthi! (Thank you very much)

# GUEST TRANSPORT AND VALET

---

- If your transport is provided by Jetwing, please be assured that the vehicle will be thoroughly disinfected before your journey.
- Masks and gloves have been made mandatory for all drivers to reduce the risk of contamination.
- While we have always prided ourselves in our warm and friendly associates, please note that, due to the risk of transmission, we have advised our drivers to keep conversations with guests to a minimum during this period.
- A guest information booklet can be found in the back seat which details the initiatives taken to combat COVID-19 by Jetwing, as well as important operational information for services such as restaurants, laundry, and housekeeping – this is for you to keep during your stay.
- We regret to inform you that valet services will not be offered at our hotels until further notice.



Check-in



# CHECK-IN

---

- During your check-in, you will be handed a short questionnaire regarding your health and travel history, this is to ensure the safety of all our guests; therefore, please take a moment to fill it accurately.
- Hand sanitizers will be available at the front desk and all guest contact points and social distancing guidelines will be in place to avoid overcrowding.
- At check-in, your temperature will be measured using a contactless thermometer. If you register a temperature exceeding 37°C (98°F) you will be subject to a second assessment after 10-15 minutes of rest. A guest whose second temperature reading exceeds 37°C will be taken to an isolation area by a trained member of the staff until such time the guest can be taken to a hospital for further assessment.
- The key or key card will be disinfected before being issued.
- The exterior of luggage will be sanitized by the Bell Desk prior to being taken into the rooms.
- If you are feeling unwell or develop a fever, please report it immediately to the front desk.





# PUBLIC AREAS

---

- Hand sanitizer will be available at all public spaces around the hotel. Tissues and pedal-operated bins will be placed in key public areas for the use of guests.
- Social distancing guidelines will be practiced in arranging seating.
- Cleaning of public areas will be carried out frequently with recommended chemicals.



Check  
-in

Elevators

# ELEVATORS

---

- The maximum number of occupants will be updated to reflect social distancing guidelines and will be displayed in the foyer.
- Hand sanitizer will be made available at the elevator and we encourage you to not face other guests and associates while in the elevator.
- The elevator will be sanitized regularly with special consideration given to the buttons.



# POOL, GYM, AND SPA

---

- Under the guidelines of the Ministry of Health, it is unadvisable to use the pool and spa as it is not possible to implement adequate control measures in these settings.
- However, in the event these facilities are required, our associates will be wearing protective gear while attending to a guest.
- All equipment in the gym as well as spa beds will be regularly sanitized.
- We request any guest who is feeling unwell, coughing, or sneezing to please refrain from using these facilities to minimize the risk of transmission.



Elevators

Guest  
Rooms

# GUEST ROOMS

---

- All rooms will be thoroughly disinfected prior to check-in and regularly sanitized throughout your stay. Safety and sanitation signage will be available for your information.
- Linen will be changed once every two days or only on request; please note that we will not be offering turndown service to minimize contact. Housekeeping associates will change gloves between each room.
- Depending on occupancy levels, alternate rooms or every third room will be allocated to maximize social distancing.
- In the event of a guest feeling unwell, two dedicated contact lines will be available to inform our executives who will then follow necessary safety protocols to ensure your health and safety.
- We regret to inform you that we will not be delivering newspapers to your room due to safety reasons.



Pool, Gym,  
and Spa



Restaurant



# RESTAURANT

---

- All restaurant surfaces will be disinfected after each use and our associates at the restaurant as well as in the kitchen will be wearing masks and gloves.
- Hand sanitizer will be available at the entrance to the restaurant and all guests are informed to adequately sanitize before entering.
- The menu will be displayed either by television screen, a display board, or placed under the glass pad of the table. Individual menu cards will not be handed out to guests.
- Tables will be positioned 1-3 meters apart to avoid overcrowding.
- Disposable prepackaged napkins will be provided to guests and guests are requested to avoid sharing cutlery and crockery.
- Where buffets are available, dedicated associates will serve food to avoid the multiple guests having to touch the same serving utensils. Food ordered at action stations will be delivered to the table by the stewards.
- In the event of a group booking or high occupancy, the restaurant may segment mealtimes to limit the number of guests.
- In-room dining is recommended for elderly guests so that they may avoid crowded spaces. Please inquire at our front desk for more information.



**Guest  
Rooms**



**Hosting  
of Events**



**Jetwing**  
HOTELS  
SRI LANKA

# HOSTING OF EVENTS

---

- The hall/conference hall/meeting room will be fully sanitized prior to and following the event and handwashing and hand sanitization facilities will be made available.
- The number of guests that can be hosted at the event will be limited by social distancing guidelines. Please inquire at the hotel for updated capacity for your event.
- If the entrance to the event hall is separate from the main entrance to the hotel, or bypasses the reception, please note that screening for symptoms and temperature checks will be conducted prior to admittance to the hall/room.
- Guests are encouraged to wear a facemask during the event and not share glasses, plates, spoons etc. among themselves.



Restaurant



Departure



# DEPARTURE

---

- A separate checkout area will be created if the hotel is crowded and e-checkouts and online payments are encouraged.
- Informing the front desk of your checkout plans (date and time) would be beneficial as the necessary paperwork can be kept ready, minimizing the time spent at the checkout counter.
- Sanitizer will be provided for you to sanitize any personal belongings before your departure.



Hosting  
of Events



Associates



# ASSOCIATES

---

- Prior to entering the premises, the temperature of associates will be recorded using a contactless thermometer. In the event of an elevated temperature, HR department will be notified immediately. An associate who is feeling unwell or displaying symptoms of COVID-19 will not be requested to report for duty.
  - Hand sanitizers and foot baths will be available at the staff entrance and all associates are required to adequately sanitize prior to entering the hotel. Associates traveling to the hotel using public transport will be required to take a full body wash with soap in the staff changing room prior to donning their uniform.
  - All staff uniforms will be freshly laundered for each shift while gloves and masks will be mandatory for all departments.
  - An isolation room which can be easily disinfected is kept available if an associate shows symptoms of COVID-19.
-