



Warm greetings from The American Colony Hotel.

We hope and pray that you are safe and healthy.

At The American Colony Hotel, we care about the experience of every single guest and family member that enters our doors and we take your health and safety very seriously.

In light of the impact and changes caused by the novel **COVID-19 (Coronavirus)**, we want to ensure and reassure you that we are focused round-the-clock on the health and safety of all our guests, residents and employees, without compromising the high standards and quality of the experience, that you expect in your stay with us.

The American Colony Hotel has set-up procedures to follow the guidelines of **the World Health Organization (WHO) and local health authorities**. We are adopting all the published standard recommendations and following Ministry of Health's regulations to reduce exposure to and transmission of illness, which include hand and respiratory hygiene, and safe food, practices.

All our teams and staff members are adhering to the latest guidance and hygiene protocols, we assure you that they are well trained to handle situations that may occur and we have confidence in their abilities.

Let's take a closer look at the steps being taken at the hotel:

- All staff trained in appropriate guidelines, according to **WHO and local health authorities'**
- Management is constantly monitoring the situation.
- Hand hygiene has been elevated in the hotel.
- Increased frequency and intensity of cleaning protocols.
- Sanitization of relevant hotel premises when required by Law.
- Regular disinfection of commonly touched surfaces (door handles, card readers, elevators etc.)
- Hand sanitizers made available to all guests in public areas.
- None who is known to be ill is permitted to enter the property.
- Temperature checks and screening on arrival to identify those at risk of infection or transmission.



We will continue to monitor the situation closely to ensure the safety of each one of you; we will keep updating this communication regularly. Booking your peaceful holiday with us is safe, with a flexible cancellation policy.

Thank you so much for your understanding in this situation.

Till then, please stay safe.

Yours Sincerely,

Gut A. Lindt
General Manager