

# WE CARE ABOUT OUR GUESTS' WELLBEING AND SAFETY



We welcome you back with new standards on hygiene practices. The safety and wellbeing of our guests, associates and staffs remain top priority. Here are some of the new standards that guests will see at Carlton Hotel Bangkok Sukhumvit.



## TEMPERATURE CHECKS

All guests, staffs and visitors who are checking into the hotel will be required to complete a health declaration form. Compulsory temperature checks are also required for all guests and employees upon entering the hotel. Those who fail a temperature check will be refused entry and will be advised to visit a doctor.



## FOOD & BEVERAGE

Food and beverage service shall reduce in-person contact with guests as much as possible. All service staff will wear masks at all times. Contactless payment using wireless card machines are available. In place of printed menus at each outlet, guests can scan the QR code available at their table to reduce contact. All tables that have been thoroughly cleaned and disinfected. Salt and pepper shakers will be replaced with sachets. All kitchen staff will wear face shields.



## SAFE DISTANCING MEASURES

All guests are advised to practise physical distancing by standing at least 1 metre away from others. Such areas have been clearly marked for appropriate physical distancing such as queuing when checking in and out at the lobby reception and in the guest lifts. Where applicable lobby furniture and other public seating areas have also been reconfigured to promote safe distancing.



## IN-ROOM SERVICE

For our guests and team members safety, we are implementing a new practice for room service starting room minibar setup through in-room dining services. The minibar will be served on request and in-room dining services will be delivered to the door. To minimize contact, our staff will knock on your door or ring your doorbell to notify you upon the delivery of your order.



## PUBLIC SPACES CLEANING

We are conducting regular cleaning and sanitization of high-traffic areas and frequently touched surfaces. All lift buttons and panels have an antimicrobial spray applied.



## MEETING SPACES

Meeting and banquet arrangements will have physical distancing between guests based on the government's guidelines.



## HAND HYGIENE

Practicing hand hygiene is a simple yet effective way to prevent infections. All staff are trained on standard personal preventive measures e.g. hand washing and frequency use of sanitizing products. Hand sanitisers are displayed in public spaces such as the lobby reception, all food & beverage outlets and meeting & event areas.



## AIR QUALITY

To promote air quality, our engineering teams are disinfecting air unit components and replacing air filters on a monthly basis, as well as installing UV light devices in all cooling zones when the area is closed or out of services for making sure viruses are killed.



## MASKS & GLOVES

Our hotel staff are well-equipped with masks and gloves. All front-line staff and kitchen staff will wear masks when serving guests. In addition, bellhops will also wear gloves.



## SAFETY AND HEALTH CERTIFICATION

Please be assured that the safety and health precautionary measures through the hotel's operation procedures have been certified by Amazing Thailand Safety & Health Administration (SHA).

Carlton Hotel Bangkok Sukhumvit is closely monitoring new information and regularly updates the guidance on appropriate processes and procedures. The practices for guest and colleague safety may be adjusted in consideration of local practices, the situation and local governmental requirements and guidance.

**CARLTON**   
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