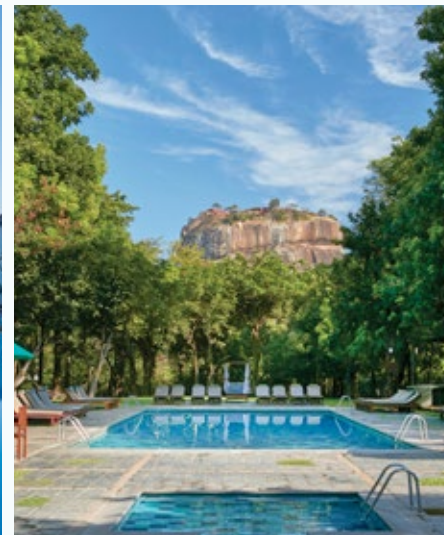




**Browns**

HOTELS & RESORTS

# SAFETY MEASURES & GUIDELINES





## SAFETY MEASURES & GUIDELINES

### CONTENT

1. Introduction
2. Before You Arrive
3. When You Arrive
4. During Your Stay
5. Internal Safety Standards
6. Handling External Suppliers

## INTRODUCTION

As always, our top priority is our guests. This enduring value guides us as we go through these trying times in responding to the challenges caused by the coronavirus (COVID-19). As a customer-centric hospitality service provider, please know that we are constantly monitoring the COVID-19 situation and have taken special precautions to ensure your health and safety during your stay at our hotels & resorts. Given the situation, we know travel may not be your first pick, but we want you to know that your safety is of utmost importance to us.

We would like to extend our heartiest gratitude to you for placing your trust in us as you plan your future travels. Below is an update on how our associates are working round the clock to ensure your health and safety at every stage. In addition to our current safety practices and restaurant cleanliness standards, we have added extensive precautionary measures that have already been implemented for your safety.

At Browns Hotels & Resorts (BHR), we strive to ensure that our guests have the most comfortable and memorable stay with us. Keeping in mind the prevailing situation in the world, we will act in a manner that brings utmost confidence to our guest, making them aware that we have taken measures to ensure their safety while they enjoy the experiences BHR offers, thereby creating a benchmark for luxury, safety and true Sri Lankan hospitality.



## BEFORE YOU ARRIVE



- Following your reservation, one of our team members will get in touch with you in order to share our safety guidelines and other precautionary measures we have taken to ensure your health and safety. A Guest Registration Form will be shared with you, which you have to fill in and send back to us.
- You would be required to share scanned images of your passport along with the Guest Registration Form. This is mandatory as we will not be taking hard copies of your passports for scanning on arrival to minimize physical contact.
- You would be required to disclose any countries that you have been visited within the last 21 days as well as any other hotel stay within Sri Lanka prior to your arrival at our hotels.
- We recommend you wear a face mask upon check-in and we will have face masks ready for those who do not have any.
- We kindly request you to inform us of your exact time of arrival at least two hours prior as it helps us ensure a smooth and quick check-in given the additional time that would be taken with all safety precautions.
- Hand sanitizers will be available for you at check-in. We encourage you to bring your own as well.

## ONCE YOU ARRIVE

- Your temperature will be checked using a contactless temperature detector of medical grade. If temperature is higher than the normal body temperature (i.e. 98.4° or 37°C) we would re-check after 10-15 minutes.
- However, if the temperature is higher than the normal level, the particular guest will be taken to a designated area for isolation until our staff members make arrangements to transfer the guest to a hospital.
- Markers will be placed on the lobby floor in the event of a group check-in in order to guide guests to maintain social distancing.
- Your luggage will be disinfected by the front office team after informing you.
- You will be given a disposable cold towel instead of a reusable one.
- You would be required to complete a short screening questionnaire, which will be digital.
- Sanitizing your hands upon arrival and each time you move in and out of the property is recommended. Hand sanitizer dispensers will be available in all public areas.
- You will be required to sanitize your hands upon arrival and each time you move in and out of the property.
- After finishing the check-in process, you will be given the key to your disinfected room.





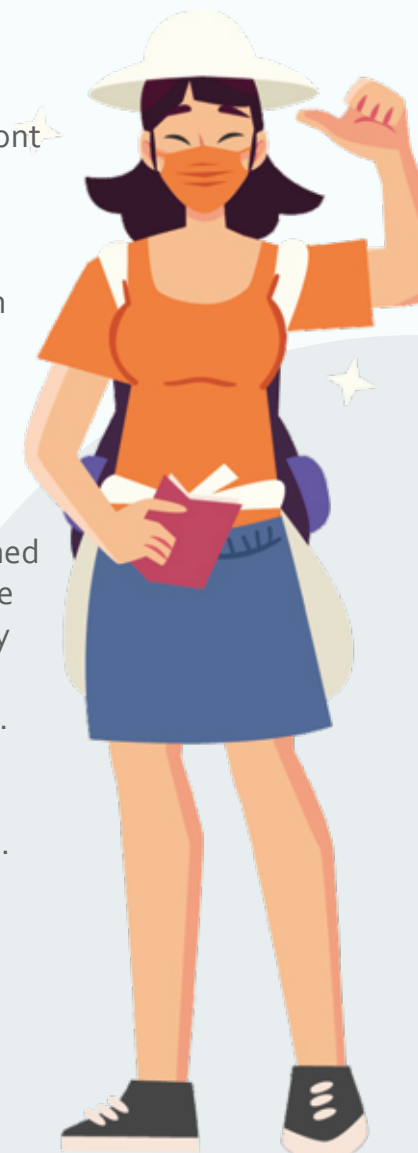
## DURING YOUR STAY

- A notice carrying safety precautions will be displayed inside your room for your easy reference.
- All high touch surfaces, items and areas will be cleaned and wiped every three (3) hours.
- Your temperature will be checked and recorded twice a day, morning and evening, during you stay.
- If you wish to get any additional service from Housekeeping, you may request as we have restricted Housekeeping service to once a day.
- A disinfected menu will be available at the restaurant. However, you can request a digital version as well.
- Dining tables will be placed adhering to the distance stipulated by the health authorities.
- It is recommended to be seated adhering to the social distancing guidelines.
- All cutlery & crockery used are washed in hot water prior to be placed on the table and cutlery will be presented in a separate pouch.
- Paper napkins will be provided instead of cloth napkins.
- Each table will be thoroughly sanitized after each meal by our team members.
- We have implemented strict health and safety guidelines to ensure that you can enjoy some quality time with your loved ones without compromising your well-being.
- All swimming pools within the property will be chlorinated as per the stipulated guidelines in order to ensure the highest level of hygiene standards and there will be a stipulated pool using time at each hotel.
- If you wish to engage in excursions, we recommend you to contact our team members or external service providers

with a valid license provided by relevant authorities following strict standards.

- It is recommended to inform the Front Office if you find yourself ill after leaving the property.
- Our associates will get in touch with you a week after the stay at the property to further check on your health condition.

Note - In the event of detecting a suspected case/cases, our well-trained team members will take them to the designated isolation room until they are transferred to the nearest government hospital by ambulance. Once transferred to a hospital, the isolation room as well as the guest room will be thoroughly disinfected.



## INTERNAL SAFETY STANDARDS

We are actively monitoring the situation regarding the spread of the virus, including related advice provided by the World Health Organisation (WHO), local government and public health officials, and are following the guidelines issued by governmental authorities. Our health and hygiene protocols include everything from handwashing hygiene and cleaning product specifications, to room and common area cleaning procedures. As always, the safety and well-being of our guests and associates is our top priority. As we have taken steps to ensure your health and safety during your stay, you can concentrate on enjoying your holiday whilst we take care of the rest.

- Each and every team member of BHR is well trained in health & safety measures required to prevent the spread of the virus, including social distancing, hand hygiene and respiratory etiquette.
- Our team members are aware of actions which need to be taken if a case is identified within the premises.
- Temperature and respiratory symptoms will be monitored regularly and immediate action will be taken in case of an emergency situation.
- The quarters and belongings of our team members will be regularly disinfected and they will be following strict health and hygiene guidelines while on and off duty.



## HANDLING EXTERNAL SUPPLIERS

- There will be a designated area for all hotel suppliers to dispatch supplies.
- All suppliers will be screened upon arrival and allocated to the designated area and will be requested to wash their hands prior to unloading.
- Their temperature will be checked and recorded.
- Personal details such as Name & ID numbers will be recorded for future reference.
- All supplies will be sanitized before entering the premises.





We are waiting with open doors and  
open hearts to welcome you soon!

The Management



**Browns**

---

HOTELS & RESORTS

Tel: +94 11 7701477 | E-mail: [info@brownshotels.com](mailto:info@brownshotels.com) | Web: [www.brownshotels.com](http://www.brownshotels.com)

**SAFETY MEASURES & GUIDELINES**