



Dear Guest

For more than a decade we at The Serai and Barefoot Resorts have kept guest satisfaction and care at the forefront of our efforts. As we face one of the most challenging situations with the advent of the Coronavirus (COVID-19) which has been declared a pandemic by the WHO, we continue to be guided by our core values of putting our guests' needs first.

We do understand that travel will not be your main priority during these testing times. At The Serai and Barefoot Resorts, your health and safety is important to us and all measures are being taken to ensure that you have a good stay with us, should you choose to come, and to provide you flexibility with your booking should you choose to defer your stay.

Booking with us

When you book a stay at any of our resorts, you can be assured that we are doing everything we can to have your rooms and common areas sanitized, following best practices, and readied for you.

We are closely following all updates and guidelines from Government and local bodies as well as following the guidance and best practices suggested by public health officials and adding to this further internal checks and controls to further enhance sanitization of all guest touch points including common areas and private areas, as well as implementing and monitoring of a strict health and hygiene protocol on our staff, including preventive and safe quarantine should the need arise.

We understand that the response to COVID-19 is evolving dynamically and the situation is fluid. We understand that you may have concerns on your booking with us and your requirement for flexibility. We have updated our policy to provide our customers the most flexibility we can offer during these challenging times.

For guests with existing reservations, we allow changes without a charge up to 24 hours prior to arrival. We will continue to review this dynamically and extend the date as per the requirements of an evolving situation.

During Your Stay

The COVID-19 virus has made us all more careful and thoughtful about our regular routine and we are continuously improving upon it. We continue to monitor and follow the latest guidance from the Health Authorities including the WHO on hygiene and cleaning. We have instituted deep cleaning and targeted cleaning protocols on all high frequency touchpoints, as well as enhanced sanitization measures across our resorts. We recognize that our staff and associates play an important part in this and have extended such protocols as applicable to them as well.

Our resorts are designed with a generosity of space and with ample opportunities for blissful isolation in serene settings and we aim to make your stay as peaceful and worry-free as possible.

Regards

Team Serai & Barefoot Resorts