



THE SERAI SAFETY ELEVATED PROTOCOLS – BECAUSE WE CARE

Thank you for considering The Serai Resorts for your next getaway! At The Serai, we have always prided ourselves on our ability to deliver world class experiences with top of the line facilities at unique and pristine locations, creating memories to last a lifetime.

Our guests have been the center of our existence, our *raison d'être*. In light of the ongoing pandemic, it is only natural for us to have re-examined and refreshed all our procedures and protocols keeping your safety and best interest in mind.

With initiatives such as **zero contact stays** and **anywhere dining**, we have not just ensured that we match government protocols and international best practice guidelines, but we have chosen to go beyond these and create an operating standard which not just ensures safety but also provides an elevated and personalized experience for each of our guests.



ZERO CONTACT OPTIONS FOR YOUR ENTIRE STAY

Whereas standard protocol necessitates some level of contact (with protective gear and with proper distancing being followed); we have also reimagined the experience for those guests who wish to be extra cautious, which includes:

- Contactless Check In
- Contactless Housekeeping
- Activities scheduled to ensure zero contact and distancing
- Contactless Food & Beverage ordering
- Contactless Dining
- Contactless Billing
- Contactless Checkout



INFRASTRUCTURE: Deep Cleaning & Frequent Sanitization

- All touchpoints are regularly sanitized multiple times each day
- Number of touchpoints significantly reduced and need for contact virtually eliminated
- We use Government-approved hospital grade disinfectants to regularly clean all surfaces
- We replace all linen and all amenities after guest checkout and provide a fresh set for each check in, ensuring no cross-contamination.
- Rooms are sanitized.



ELEVATED HYGIENE

- All guests' luggage is sanitized before entry into resort premises
- Food procurement and handling is done with enhanced safety protocols, covering all vendors in the chain
- Food preparation is conducted with elevated hygiene standards above and beyond those government-mandated
- Food service is thoughtfully done, on a-la carte basis to ensure no cross-contact.
- Distancing is maintained and protective gear worn during all service events



DISTANCING

- Electronic modes of contact (e.g. Whatsapp) is available for each guest for all requirements, to minimize need for and points of contact
- Time slots can be requested to be allocated for activities so that each guest has exclusive access while participating
- Time slots and in-restaurant physical distancing are followed for dining to ensure privacy and safety
- Anywhere-dining concept allows our guests to have meals in-room or outdoors in solitude (extra charges applicable in certain instances)



STAFF

- Our staff live in secure environments in and around campus with limited to no external contacts
- External-facing staff (e.g. those in procurement) do not enter guest areas of the resort, and maintain adequate distance and minimal contact with other staff while performing their duties
- We have incorporated daily protocols to monitor staff health, with long periods of isolation and testing if any individuals show even the slightest indicative symptoms
- Staff have been re-trained to comply with heightened protocols
- Appropriate PPE has been issued for each worker



GUEST SAFETY

- Guests and accompanying drivers who are aged 2 years & above must hold a valid RT-PCR negative test report with sample taken not more than 72 hours prior to the time of check-in. Guests must present the RT-PCR negative report upon demand at the resort, prior to check-in.
- It is mandatory to submit a copy of these documents for inspection prior to or at the time of check in. Guests failing to produce these reports by the time of check-in will not be allowed to check-in or access the resort, and there will be no refund given for any room nights booked and paid for by the guests in such an eventuality.
- As per the Government revised guidelines - Keeping the room vacant 24 hours prior to check-in is not mandatory however we follow all safety precautions.
- We mandatorily seek self-declaration of no symptoms and "safe" Aarogya Setu status from all our guest
- We conduct a daily Thermal Check to monitor health of all our guests
- We provide assistance, following Government protocols, for any symptomatic cases
- Currently driver's dormitory room is closed at our resorts as a safety precaution
- By ensuring good health of each individual guest who enters the resort, we are ensuring a safe environment for all guests collectively

Our resorts have remained an oasis of health and safety throughout this pandemic and we are working tirelessly to ensure this stays unchanged.

We look forward to welcoming you to our resorts, and we promise to create a memorable experience in a secure environment, where you can unplug and detach yourself from the stresses of our times, to emerge refreshed and rejuvenated.