



MGM Muthu Hotels has identified and introduced specific measures to provide safety and reassurance of our resident and non-resident guests, members, staff and clients.

Please find safety benefits that we would very much like for all guests, members, staff, clients and visitors to follow and help us keep hotel free from any Covid-19 cases.

#### **General COVID safety guidelines for all:**

- ◆ All staff have been trained on the necessary COVID-19 behaviours and protocols
- ◆ Health and sickness policy in place for all staff
- ◆ Hand sanitizers are available for use in all appropriate public places
- ◆ Appropriate COVID-19 protocols displayed in all public places (SIGNAGE)
- ◆ Regular & enhanced cleaning of all areas with disinfectant products
- ◆ Social distancing signage and compliance observed
- ◆ All team members will always wear appropriate PPE
- ◆ Conducting weekly COVID-19 safety briefings to highlight safety precautions according to local rules and restrictions
- ◆ Team members arriving on shift will take self temperature & record on time sheet
- ◆ Contactless payment options available at majority of payment points

#### **Accommodation:**

- ◆ Lift capacities introduced to limit the number of people in the lift at any one time
- ◆ Breakfast, Lunch and Dinner served as plated / boxed
- ◆ Guest rooms are cleaned and disinfected with enhanced cleaning products after each guest departing
- ◆ We request guests to measure their own body temperatures (using the contactless thermometer provided at reception/ front desk) and give the reading to receptionist to update in registration card
- ◆ Restricted cleaning of guest rooms available during the guests' stay
- ◆ Extra towels/ toiletries can be provided upon request
- ◆ Tea/coffee refills in room can be collected from the front desk/ reception

#### **Lobby Area / Porch / Toilets/ Leisure Club/ Spa:**

- ◆ Check-in & Check-out sections have been made and will vary for each hotel; guests requested to follow signs. Appointment for spa, gym, swimming pool access is mandatory (where applicable)
- ◆ Hand sanitisers are available for use in all appropriate public places

#### **Restaurants/Bar:**

- ◆ Serving team members provided with the appropriate personal protection (e.g. Face masks, gloves) Breakfast, Lunch and Dinner served according to social distancing norms and will vary for each hotel
- ◆ Drinks can be ordered to the room subject to room service availability in hotel