



ATRIUM HOTELS
LUXURY RESORTS COLLECTION

Atrium Hotels Guest Well-Being Policy
The New Normal Assurance – Back to Business!
Our revised policies and procedures; Our continuous excellence in the provision of
hospitality and care.

- Implementation of health and safety protocols following national regulations.
- Intensive staff training and awareness from qualified companies.
- Daily staff touchless temperature checks and safety monitoring.
- Guest touchless temperature checks upon arrival and at hotel entry points.
- Automatic doors or opened by designated staff.
- Guest luggage disinfection upon arrival.
- Quick and easy check-in/check-out with touchless procedures.
- Our Grand, Spacious and Airy surroundings allow distancing with ease in restaurants and bars with Al Fresco options.
- Enhanced ordering in our Food & Beverage Departments with single use or digital menus.
- Waiter Service replaces buffet self-service, increased variety of on-spot Show Cooking, portioned plate service and a la carte options.
- Public areas, elevators and high contact surfaces are disinfected regularly during the day and concentrated cleaning at night. Visible safety signage and dispensers available.
- Use of industry-leading cleaning and disinfection protocols and environment friendly products to ensure spotless guest rooms. High contact areas and surfaces are deeply cleaned and sanitised.
- Guest room air-conditioning ducts and filters disinfected prior to every arrival. Use of air-condition at guest discretion.
- Guest hand sanitisation dispensers widely available throughout the hotel.
- Additional safety measures for our Spa Centre and Gym, adherence of deep cleaning and sanitisation protocols. Steam Bath, Sauna and Indoor Pool not in operation.
- Mini Club will operate in outdoor areas with a limited number of young guests.
- Live Entertainment will be available with distancing measures.
- Existing ISO 22000:2005 and ISO 9001:2015 further enhanced to implement, monitor and record all aspects of health and safety for Guests and Staff.
- Doctor on call 24/7.
- Our accredited partners are A-Cert, Cristal International and Ecolab.

Our overall procedures and compliance to health and safety guidelines and protocols is an integral part of our 28 years of Atrium Hotels Success.

It will be our pleasure to welcome you!