



## Guest and Partner Communications Jumeirah Group

Dear valued guests and partners,

Jumeirah Group appreciates, that in light of recent events, a key consideration for many guests today, will be their health and wellbeing.

We would like to share with you several of the key protective measures you will see in our hotels around the globe, which are implemented rigorously to keep you, your fellow guests and our colleagues safe.

### **Keeping everyone healthy**

On arrival, you will notice that all our colleagues will be wearing masks and respecting social distancing when greeting you. We ask that our guests also wear masks in public areas and maintain the recommended two-metre distance from others. Masks are available from numerous guest points across our hotels and resorts, for your convenience. When using the lifts, we ask that you allow the guest in front to travel alone.

Our staff are trained and disciplined in good hygiene practice. We conduct regular temperature checks and are tripling the volume of fresh air in public areas. All public areas are fogged from 1 to 3 times a day, depending on footfall.

We are proud to announce the partnership and collaboration with two hygiene and safety industry giants, Bureau Veritas and Ecolab, who shall audit our hygiene practices across the guest journey, to ensure compliance to the highest standards and meet the needs under the present circumstances.

### **Fabulous food in different formats**

We remain committed to delivering exceptional dining experiences and as an added precaution and for your peace of mind, our restaurants are fully sanitised before each service. Our buffet dining options have been redefined as à la carte; our tables are spaced at the appropriate distance to maintain social distancing, and all tables are set with a sanitiser dispenser and pocket size packs of sanitising wipes.

### **Looking after your room**

Our housekeeper will clean and fully aerate your room each day, while you are out. This will be scheduled at your convenience. Sanitising and hygiene amenities are at your disposal in each guest room and include masks, sanitising gel and sanitising wipes with the correct specifications. Rooms are left vacant for three days after each stay as an additional safety measure. Where this is not possible due to high occupancy, the room undergoes a complete fogging process. Pillows and duvets undergo a thermal hygiene process, and pillow and mattress protectors are changed after each checkout.

### **Leisure**

Leisure facilities at select hotels, such as pools, beaches, Kids Clubs and gyms have currently suspended operations in line with government direction, for the protection of guests and employees. At our properties where beaches have reopened, measures are in place to comply with local authority regulations on safety and social distancing.

At the time of reopening the Fitness Centre facilities, all machines will be placed within a safe distance, in line with social distancing regulations. The fitness capacity has been reduced to 30% and some lockers are temporarily unavailable. To limit the number of guests, pre-booking is required. All equipment will be sanitised before and after each use, and the gym will be completely sanitised each night.

### **Every aspect considered**

Please be assured that we are implementing many more measures behind the scenes for your wellbeing, from colleagues' transportation to food service and laundry, exceeding standards. Thank you for your co-operation, and we look forward to welcoming you soon to enjoy the complete Jumeirah experience.

**#StaySafeWithJumeirah**