



COVID-19: HEALTH & SAFETY GUIDELINES



With Your Health and Safety in Mind

As it has always been, the safety and security of our guests and team members remain our highest priority. On a daily basis, the Knai Bang Chatt team is working to ensure that they meet highest standard of hygiene and cleaning to ensure your comfort and safety.



General:

- All Knai Bang Chatt staff have received Covid-19 training program which includes social distance, hygiene, personal protective equipment, respiratory-cough etiquette, self-isolation and self-monitoring.
- Multiple Hygiene reminders are set up in high-traffic resort and back of the house areas.
- Daily we conduct well-being checks for all employees (including temperature checks).
- All disinfection product and gels include no less than 60% alcohol.



Social Distance:

- All times staff and guests are encouraged to practice physical distancing from other groups of people not traveling with them.
- At restaurant seating shall allow at least six feet of separation between groups of guests.



Cleaning Protocol:

- All areas, including back of the house facilities, cleaning and disinfecting shall be continual with emphasis on frequent contact surfaces but not limited to check in, dining and seating areas, but also handrails, bathrooms, mini bar, door handles, light switches, water faucets, room keys, remote controls and other frequent touch areas.



Check in:

- Body temperature upon check-in
- Hand disinfection



Rooms:

- The frequency of room cleaning maybe altered based on guest requirements.



F&B:

- Our buffet breakfast has been adapted and servers assign to the different stations.
- Traditional room service is replaced to a no-contact delivery method
- Sanitizing gels stations are located at the entrance of each restaurants
- Dining tables and chairs are sanitized frequently throughout the day.



Wellness:

- Therapist wears surgical masks during their duties.
- Disinfection of the spa is conducted before and after each treatment.



Discovery Center & Sailing:

- Shared tools and equipment shall be disinfected after each excursions or rental.
- Private and tailored excursions and sailing lessons are available to our guests.



Kitchen:

- HACCP guidelines to implement good food safety, hygiene, and control the growth of bacteria are viruses.
- Tableware cleaned and sanitized daily. Crockery and utensils washed by high temperature dishwasher and additionally sanitized.



Laundry:

- All linens, towels, uniforms cleaned by in house laundry. Implementation of international health and safety standards with infection control monitoring system.



Transportation:

- Taxis to be sanitized before any transport
- Drivers to wear surgical mask at all times



Covid-19 Review:

- As health and wellbeing of everyone takes center-stage, our Covid-19 guidelines maybe reviewed from time to time.

