



COVID-19 HEALTH GUIDELINES AND PRECAUTIONARY MEASURES AT SPLASH BEACH RESORT, MAI KHAO, PHUKET

Guestrooms, Function Rooms and Public Areas

- Sanitise high-touch surfaces every hour, including elevator buttons, door handles, handrails, toilets and telephones. Anti-bacterial sanitation and disinfection have been used in all guestrooms and public areas.
- Social distancing “floor circles” for guests to follow at the Lobby during check in, and in restaurant entrances.
- Posted notice of maximum number of persons per elevator ride inside all elevators.
- Additional Housekeeping standards and policies on cleaning and disinfection are being implemented.

Air Filtration

- All guest rooms have windows that guests can open to let fresh air and natural sunlight in.
- The Conference Centre foyer and function room have separate air-conditioning systems, where fresh air is filtered into the public spaces.
- Filters and ventilations in the guestrooms and function spaces are serviced on a monthly basis as per the recommended guidelines, and the entire system is cleaned annually by the hotel’s qualified technicians. The same systems and cleaning practices apply to the restaurants and public areas.

Temperature Check

- Temperature check for all guests and staff will be implemented and controlled at all Hotel entry points.
- Healthy Colleagues Policy implemented – only staff with no symptoms will be allowed to report to work.

Food Handling

- During this period of recovery, there will be no buffet stations at the hotel restaurants. Plated / Bento Box-style service and select *a la carte* live cooking stations will be serving fresh food for all guests.
- Effective and comprehensive food safety and hygiene system implemented and monitored closely by the hotel’s Hygiene / Sanitation Champions to ensure that all hotels maintain very high ratings in these areas.
- All chinaware, glassware and cutlery are sterilised using a high temperature washing machine and sanitizer.
- Specific for banquet functions, sanitizers will be provided at the pre-function areas for events held at these spaces.



- Food handlers are currently being limited to regular Hotel staff (non-contractual) – whose most recent travel history and daily temperatures are being monitored closely by the Hotel’s Human Resources Department.
- Gloves, face masks and other protective items have been purchased and prepared for our colleagues to use during service.

Additional Precautionary Measures for Group Functions

- All event guests and event suppliers who are not checked in the hotel will need to fill out a Health and Travel Declaration Form upon their attendance to the function.
- For up to 150 persons, the hotel will reserve a space at the breakfast area that will be exclusive to the group. The hotel can also offer a separate private breakfast venue option for an added fee.
- Private group check-in venue with fast-tracked group check in process to minimize contact.
- The Conference Centre has its own kitchen so food preparation is completely exclusive to the group. Plated snacks, lunch and dinner options instead of buffet spread.
- Social distancing setup possible at Conference Centre – can book the entire space for up to 300-400 persons (normal capacity is 600-650 persons).
- Plenty of open spaces in the hotel’s lawns and the beachfront for outdoor events.
- Microphone covers to be allocated per speaker.

For any questions or clarifications, please reach out to below key contact persons:

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