



YOU are our **PRIORITY**

Asia Gardens' PLEDGE

Our pledge to our guests is to ensure their comfort and wellbeing,
and for all of these measures to be effective, we require your maximum collaboration in
making sure they are complied with.

In order to be able to provide our customers with the best service and attention, we have adopted a series of
measures designed to meet the requirements of the regulations currently in force to make our guest feel
safe and at ease and, if possible, to further improve the Asia Gardens experience.



THE LEADING HOTELS
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ROYAL HIDEAWAY
LUXURY HOTELS & RESORTS



1. *Employee* _____

Training and raising the awareness of all our employees with regard to the health and safety measures required by the new operational anti-COVID19 protocols and them with the appropriate PPE, thereby enabling them to perform their tasks in the utmost safety.

2. *Compliance* _____ *safety measures*

As CLIENT, you assume all the consequences of your breach in terms of preventive measures, being informed that such breach may lead to the immediate termination of your accommodation contract, canceling your stay without the right to any refund.



3. *Communal spaces* ————— *indoor and outdoor*

- ◆ Using a mask is mandatory across the Comunidad Valenciana region for all people over 6 years of age, except at beaches, swimming pools and nature sites, including if a safe distance can be kept. Thank you for your cooperation in contributing to everyone's safety.
- ◆ Hydroalcoholic handwash solution dispensers are deployed throughout the communal areas.
- ◆ Occupation control for ensuring the minimum safe social distance is respected.
- ◆ The elimination of paperwork via increased digitalisation. All hotel-related information available on mobile devices and digital display screens.
- ◆ Payment by credit/debit card or another electronic medium encouraged.
- ◆ Frequent cleaning and disinfection of communal areas, lobby, swimming pools and spaces with the highest footfall, combined with a new layout of the decorative elements.
- ◆ The distances between hammocks have been adapted while bearing family groups in mind.
- ◆ Guests are recommended to follow the instructions of the swimming pool attendants regarding the use of the facilities in order to maintain safe social distancing and guarantee correct usage.



4. *Restaurants and bars* _____

- ◆ Guests are recommended to use the handwash solution on entering and leaving.
- ◆ Face masks must be worn in the buffet when leaving the table to get food or drink, as well as in the communal areas. When in the buffet guest are requested that only one adult per room leaves the table at a time so as to be able to guarantee order and safe social distancing. Your maximum collaboration is requested for the sake of everybody's safety.
- ◆ A reduction in the number of decorative elements.
- ◆ Digitalisation of menus. All restaurant and bar menus available on mobile devices.

Reinforcement of the Hazard Analysis and Critical Control Points (HACCP) system, with

- ◆ kitchenware and table linen being cleaned after each use and taking additional care as regards the temperatures and quantities of disinfectant products used in our equipment, such as the dishwashers, and ensuring they are working correctly.



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5. *Rooms*

- ♦ The digitalisation of paperwork to avoid elements being handled. All hotel-related information can be consulted via the TV.
- ♦ The correct cleaning and disinfection of the rooms and the elements they contain is guaranteed via the increased usage of virucides.
- ♦ The incorporation of hydroalcoholic disinfectant gel dispensers in our amenities.



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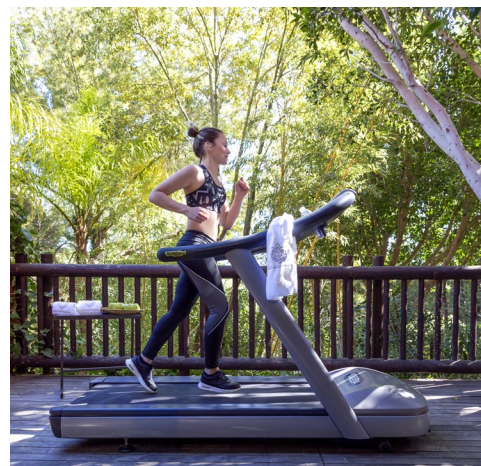
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6. *Thai Spa*

- ◆ Our therapists will employ the correct hygiene and protection measures while carrying out their work, thereby guaranteeing the safety of both employee and customer.
- ◆ Entry and exit protocol.

7. *Gym*

- ◆ Limited access to guarantee safe social distancing.
- ◆ The machines will be disinfected by hotel staff after every individual usage and a disinfectant product will always be within easy reach of users.





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8. *Activities for Adults* _____

- ◆ Activities will be held outdoors to guarantee safe social distancing measures.
- ◆ All elements used for performing these will be disinfected after use.
- ◆ Hydroalcoholic disinfectant gel will be available for use before and after performing the activities.

9. *Kid's Club* _____

- ◆ A thorough cleaning and disinfection protocol will be put in place.
- ◆ Face masks must be worn whenever it is not possible to respect the minimum safe social distance.
- ◆ The activities will be designed and planned in such a way as to be able to control spatial occupation and safe social distancing and, as far as possible, be performed outdoors and avoiding the exchange of objects.
- ◆ Whenever materials are involved, they will be disinfected after every use.



10. Meetings & Events

- ◆ Control and establishments of new occupation rates to guarantee minimum safe social distancing between attendees in the conference rooms and restaurants.
- ◆ Cleaning and disinfection of communal and high footfall areas within convention centre.
- ◆ Private space for carrying out group check-ins.
- ◆ Deployment of hydroalcoholic gel dispensers in conventions centre as health and safety measure.
- ◆ Protocols in place and viricidal products used in cleaning and air-conditioning.
- ◆ Bottled water and writing materials provided on request.
- ◆ Provision of private spaces or reserved areas guaranteed for restaurant services.



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*We are aware that the COVID-19 pandemic and
the response of governments and health authorities
are constantly changing and evolving.*

Therefore, the information on this page is subject to change.