

PROTECTIVE MEASURES AGAINST CORONAVIRUS COVID-19

The CORONAVIRUS COVID-19 pandemic affected the entire world in terms of health, economic and social issues. This unprecedented crisis has had a considerable impact on every individual. In this context, the management of the Hotel Kia Ora Resort & Spa and its staff support all the families and people affected by this pandemic.

The Hotel Kia Ora Resort & Spa has set up for the reopening on **July 22nd, 2020** several **health measures** within the establishment:

- > **The luggage handles** of each of our guests will be disinfected before the transfer of luggage to the hotel.
- > **Disinfection of each guest's hands** upon arrival at the establishment will be required.
- > **Each staff member will wear a mask.** It is recommended that each of our guests wear a mask in the common areas.
- > **The cleaning frequency** of the common areas (hall, common toilets...) will be increased including the disinfection of door handles.
- > The **disinfection of each guest's hands** will be required at the entry of the restaurant. Restaurant menus will be disinfected after each use. The same measures will be applied at the bar.
- > **The bungalows will be cleaned** as usual with a reinforcement after each guest. Detergents will be used.
- > Several **hand disinfection stations** will be available at the reception desk as well as at the activities desk. Signs will be installed to remind people of the **necessary distance** between each person.
- > **All Hotel Kia Ora Resort & Spa staff will be informed and trained** on the new sanitary procedures in order to allow each guest to stay in optimal conditions.

