

COVID-19

Resort Hygiene & Operating Updates

Villa Air Bali | Boutique Resort & Spa

A MESSAGE FROM THE MANAGEMENT

At Villa Air Bali | Boutique Resort & Spa, we are committed to ensuring that our guests are able to stay in a relaxed and healthy environment and our highest priority always remains our duty of care to our guest's health, safety and well-being.

Charles Darwin once said, "It is not the strongest of the species that survives, nor the most intelligent. It is the one that is most adaptable to change." These words of wisdom ring true for us now at this time of such fundamental change, when the world is anticipating the new normal. The best way to cope with change is to evolve with it. Therefore, we have adjusted our operational standards over the past few weeks and we make sure every single of our team member will follow all procedures and work style. We have further committed to the following certifications:

- Self-Check through Safe | hotels' CovidClean™ 2020 🌐 - A self-assessment using a third party provider to ensure that our hygiene measures meet highest international standards;
- Certification of sustainable practices by the Indonesian DMC Sustainability Collaboration 2020. 🌱

The uncertainty surrounding the COVID-19 pandemic makes it a confusing time to travel. As the situation evolves, we are closely monitoring official guidance from the World Health Organization (WHO) and Centres for Disease Control and Prevention (CDC), and we are working closely with the Balinese and Indonesian authorities to ensure that our measures and adjustments are effective and efficient.

We have on the following pages detailed procedures and changes in work style. To provide you with more flexibility and peace of mind, we have also updated our cancellation policies. Furthermore, we wish to acknowledge healthcare workers around the globe who have taken huge risks and responsibilities during this pandemic. We would like to show our thankfulness by offering healthcare professionals special rates and packages as our sincere sign of gratitude.

You can reach me and the team under reservation@villa-airbali.com for any concerns or questions you might have.

Thankfully yours

Roy Suer
General Manager

20 May 2020



COVID-19 RESORT OPERATING STANDARDS AND PROCEDURES

Throughout the Resort

- We have increased the installation of disinfectant and prepared it so that it is possible to sanitize the hands frequently.
- The public facilities in the resort are checked regularly during the day and disinfected and sanitized following a sanitation schedule.
- The resort vehicles used for guest transport and tours will be disinfected before use every time.

Private Villas

- All villas are equipped with complimentary hand sanitisers.
- Frequent touch points are disinfected before check in and during the stay, following adjusted cleaning standards.

Employees

- Our employees put our guest and team member's health and safety first.
- We monitor and record the body temperature of each employee before start of work.
- Hand washing, gargling, and physical conditioning management are thorough.
- We are working to prevent infection by wearing a face mask at all times.
- When any of the team members not feeling well, they will be absent and visit a doctor, and we will thoroughly follow the mandatory transitional measures.
- In-house, we regularly follow the guidelines and provide training time for physical conditioning management, hygiene, and cleaning.

Cleaning

- We will thoroughly ventilate during cleaning to ensure that the room will have clean air circulation.
- During cleaning and sanitizing, the housekeeping staff will wear masks and gloves.
- After check-out, the garbage will be sealed and handled separately.
- After the guest check-out, by the time the next guest arrives, we carefully disinfect all objects and materials that the hand touches in accordance with WHO and PHRI issued cleaning standards.

Arrival & departure Procedures

- Upon arrival, we will carry out a temperature check.
- In the lobby, we disinfect the touched areas (such as tables and tablets used for check-in input) for each of our guests.
- The staff carrying the luggage will disinfect the luggage before carrying it to the guests' villa.
- Depending on individual request, we will check in our guest directly inside their private villa.
- If a guest checks in together with other guests, we will protect the social distance by providing a spaced location in our restaurant lounge.
- The key to the villa will be given after disinfection.
- If the check-out overlaps, we will request to please wait in the villa and make sure the check-out is done respecting the social distancing standards.

Spa Air

- The therapist will be disinfecting the Spa lobby, the materials used, treatment room and each and every hand touched item prior to each treatment.
- The therapist will be sanitizing regularly and wearing a mask at all times.
- The therapists will change clothes after each treatment.
- Special request to conduct the spa treatment at the villa will be honoured.

Public Pool & Yoga Pavilion

- The use of our public area is strictly limited to in-house guests with bookings in advance.
- The pavilion for Yoga sessions also will be set up as per the social distancing and WHO standards.

Herbs & Stones Garden Restaurant

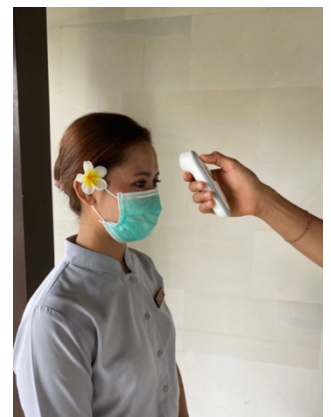
- We will have limited our available seats to maintain public health requirements and avoid crowds.
- We are taking temperature checks at the entrance of each guest.
- In order to maintain the social distance, the seating is arranged to ensure social distancing standards.
- The tables and the chairs will be disinfected every time after use.
- Private breakfast is served in guest villas so that social distancing standards will be followed.

GRATITUDE FOR HEALTH CARE WORKERS SPECIAL RATE & BENEFITS

We welcome healthcare workers by providing an exclusive rate for bookings through August 30, 2021. Qualified healthcare workers can access the special rate through their travel agent or via our reservations team.

We are deeply thankful to the healthcare workers around the globe, caring for others amid the COVID-19 pandemic.

Now, it is our turn to take care of the healthcare workers, many of whom have even risked their own life's caring for us and for the communities we live in. With gratitude, we are extending our exclusive rates and added benefits to help all healthcare workers worldwide recharge and reconnect with their loved ones once they are finally able to take a hard-earned break. Please provide us or your travel agent with your proof of profession and refer to this special offer using the booking code **GRATITUDE**.



SAFE | HOTELS COVIDCLEAN™ CERTIFICATION, SELF-CHECK 2020

In addition to stringent implementation and application of government requirements on local and national level, we are currently in the process of obtaining an external certification through self-assessment provided by *Safehotels Alliance* to assure our guests and travel partners that our procedures in place match international standards.



TRAVEL FLEXIBILITY

If you have an existing booking you would like to change kindly contact us with your reservation or itinerary confirmation number. For bookings made before March 30, 2020, you may change or cancel this booking without a cancellation fee for stays up to December 31, 2020.

For bookings made through a tour operator, travel agent or online booking platform, we kindly ask you to contact them directly to discuss your reservation and refer to their terms and conditions.