



## INTENSIFIED SAFETY AND HEALTH PROTOCOL

At Harolds, we are committed to the health and safety of our guests and employees, by maintaining the highest standards of sanitation in all areas at the hotel using hospital grade cleaning essentials.

### UPON ARRIVAL

- Strictly NO Mask No Entry policy will be applied.
- Thermal checking and sanitizing foot bath are conducted at the entrance of the property.
- There will be a new maximum capacity for each vehicle to maintain physical distancing.  
Max of 6 persons for a Van  
Max of 2 persons for a Car

### FRONT OFFICE

- Social Distancing should be applied at all times, at least 2 persons at a time at the Counter.
- Health Declaration should be filled-up or thru the QR Code provided upon check-in.
- Express check-out is available for all guests with credit card. Please give a call to our Front Desk a day prior to check-out to make necessary arrangement.

### HOUSEKEEPING/ROOMS

- All guest rooms undergo thorough disinfecting and sanitizing. An official sanitized seal is placed on each door after disinfection.
- There are no back-to-back arrivals, all rooms and meeting spaces are sanitized 24 hours prior to your arrival.
- Regular sanitization is done especially for frequently touched surfaces such as elevator buttons, hand rails and counter tops.
- Physical distancing guides are available to maintain safe distance at all times.

### F&B OUTLETS

- Non-inhouse guests are required to fill-up Health Declaration Form or thru the QR Code provided.
- All guests are required to sanitize hands upon entering & leaving the restaurant and must wait to be seated.
- Restaurant will have limited capacity to maintain physical distancing.
- A la carte service and set breakfast is offered from 7am-10am. All Day Dining Menu is available from 11am-9pm daily both for H Café and In-Room Dining Service. QR Code for the menu is also available in every table.
- Restaurant will require reservation especially for a party of 4 persons and up.
- Room service will observe a no contact delivery. Staff will leave tray by the door and knock to wait for guest to carry tray in the room.

### MEETINGS/EVENTS

- Intensive and enhance safety training for food handling and preparation is regularly done.
- Social distancing is observed in all meeting spaces. Capacity allowed will be based on IATF Guidelines. Social distancing will be practiced.
- As part of the new safety protocol, organizers will be required to provide a list of all attendees with complete contact details. This will be shared with local authorities should the need arise.
- Meeting Rooms are sanitized after cleaning. No back-to-back use of meeting space for the mandatory 24-hour sanitation window.
- Hand sanitizers are provided at strategic areas in the meeting area.
- Increased frequency in cleaning and disinfecting of frequently touched areas.
- Heightened food sanitation practice is strictly implemented.

### GYM

- Maximum of 2 guests at a time with 1.5hrs duration.
- Wearing of mask is mandatory for the duration of visit.
- Safe physical distance must always be observed while using the facility.
- Gym will be sanitized prior and after every set appointment time.