Precautionary Measures in Response to Coronavirus to Protect our Guests
The Royal Cliff Management is closely monitoring the coronavirus situation at all times.

With the progression of the novel coronavirus (COVID-19) outbreak, the health, safety and wellbeing of all our guests and staff remain our top priority.

We are working closely with medical professionals, scientists, specialists and Thailand’s Ministry of Health regarding the necessary precautions to keep our hotels secure and protected from the recent outbreak and follow the guidelines issued by the World Health Organization (WHO).

We have a nurse on standby to check for symptoms and do temperature checks and have increased the frequency of routine disinfection especially in high-traffic areas across the resort. Hand sanitizers, masks and thermometers are also available in our Reception Counters and Testing Center.
Precautionary Measures for Guests at the Hotel

Upon Guest Check-in
- All guests checking in as well as visitors of Royal Cliff are asked whether they have travelled to China or other high-risk countries with rising infections in the last 20 days. This includes layovers and transits in these countries as well. Information including past travel records are keyed in the property management system for record and those who have been to severely affected countries will be closely observed throughout their stay for symptoms.
- Upon arriving at the hotel, all visitors are directed to the nurse counter where their body temperature is scanned and they are checked for other symptoms before they are allowed to check-in.
- Those who have high temperatures will be sent to the quarantine room for health assessment and they will remain there while the nurse is calling the health authorities.
- If someone with symptoms is found in a group, the whole group will be quarantined in the quarantine room for health assessment.
- Quarantined guests will have a separate toilet located underneath Panorama restaurant.
- Quarantined guests will be sent to Banglamung Hospital. Based on the case, Thai Health authorities might transport quarantined guests to Bamrindraradul Hospital for further medical treatment.
- Notification signs in Chinese to notify non-English speaking Chinese guests that they need to go to the nurse to get their temperature checked before they are allowed to check-in are placed in the Reception desks.
- Notification signage regarding Royal Cliff’s precautionary measures against the Coronavirus and tips to avoid infection are placed in the lobby areas.
- Prominent signage will be placed in restrooms reminding attendees of good hygiene habits.
- Royal Cliff’s precautionary measures against the coronavirus infection have been uploaded on the website.
- Signs are placed in the toilets reminding all users to close the toilet lid when flushing.

Duration of the Guest’s Stay
- The nurse is always on standby at the Lobby E daily.
- All guests will have their temperature checked by the staff before entering breakfast areas daily using a Thermo scanner.
- Guests who developed symptoms at a later stage during their stay need to contact the nurse who will advise them on precautionary measures and further action to take.
- Hand sanitizers are available in all public areas.
- Disposable face masks are provided at the Front Office counters in case guests request it.
- Waste containers are provided for discarded face masks to ensure proper disposal.
- All Frontline staff are required to wear surgical masks especially when there are a lot of groups in-house.
Precautionary Measures for Meetings and Events

- All Frontline staff must put on surgical masks especially when there are a lot of groups in-house.
- All entrances to the restaurants, reception desks and bell counters will be equipped with sanitizing gels for the guests as well as temperature scanners.
- All meeting rooms are disinfected before use.
- Royal Cliff team has placed precautionary measures, disease controls and the potential risks of Covid-19 on its website, other media channels and signage around the resort.
- Sanitizing and disinfection materials are kept available for public use.
- All staff are trained on standard personal preventative measures, e.g. hand washing, personal hygiene, frequency of use of sanitizing products, etc.
- Microphones in the meeting venues are disinfected regularly.
- Points to give away disposable masks and alcohol-based gels for hand washing are set up in the venue of the event.
- Soap, hand sanitizers as well as tissue papers are adequately provided in the toilets used by the attendees.
- Meeting layouts are organized in a way that reduces overcrowding of the area used.
- Coordination is done with healthcare professionals or hospitals to take up necessary measures in case of an emergency. This includes training, practicing personal skills and preparations in terms of equipment and disease control.
- Two medical service points are set up, including one primary medical care point and the other for condition monitoring and health assessment on the suspected patients.
- Nurses who are trained to be responsive to emergencies are available on standby for 24 hours along with the appropriate medical supplies. They can provide preliminary medical services in support of primary screening, in case of developing illness in the participant, as well as transporting them to a healthcare facility for appropriate treatment.
- Participants/meeting attendees coming from high-risk countries will be prevented from attending the meetings unless they present a medical certificate as well as having quarantine themselves in Thailand for more than 14 days as well as getting checked by our nurse.
- In the event of a buffet, serving ladles, spoons and forks will be regularly wiped down with sanitizer cloths and changed frequently.
- An adequate number of toilets are provided for attendees at the venue.
Precautionary Measures and New Standards on Hygienic Practices for the Staff

- All staff have undergone training regarding COVID-19 (What is it? What are the symptoms? How to avoid infection?, the importance of good hygiene, precautionary measures for guests, precautionary measures to be undertaken for meetings and events etc.)

- Information regarding COVID-19 and guidelines on proper wearing of mask, handwashing, etc. are placed on staff notice boards and the HR department ensures that all staff are reading this.

- All staff must undergo mandatory temperature checks before their shifts. Badges indicating that the staff has passed the temperature check will be provided to all front line staff.

- All staff must disinfect their hands before entering the hotel premises.

- Staff with a body temperature of 37.5 and higher will not be allowed at the workplace and will have to seek medical help immediately. This staff will only be allowed to come back to work if they present a medical certificate stating their diagnosis from a doctor only after getting better.

- High-risk areas and all high-volume touchpoints, e.g. lift buttons, catering areas, surfaces, handrails, doorknobs, toilets, entrances/exits, etc. are cleaned and disinfected with the correct cleaning/sanitizing materials and products regularly.

- All entrances to the restaurants, reception desks and bell counters are equipped with sanitizing gels for the guests as well as temperature scanners.

- Public areas are cleaned with a disinfecting solution 3 times a day.

- All guest rooms are disinfected after every checkout.

- Main entrances and lobbies are sprayed with disinfectants every hour.
All employees are required to strictly comply with the following:

- The Company reserves the right not to approve or allow employees to travel to or transit through high-risk countries or territories with rising COVID – 19 infections as below:
  - China, Hong Kong, Macao, Taiwan
  - Korea (South Korea), Japan
  - Vietnam, Singapore, Malaysia
  - Italy, France, Germany, Spain, Switzerland
  - Iran
  - USA

- The countries and territories that the employees are not allowed to traveling to may change depending on the severity of the situation and will be announced by the Human Resources Department.

- If traveling to the above-mentioned countries is necessary or inevitable, the employee must provide their travel details to their Heads of Departments, explaining the reason for travel, which country they will travel to, which country they will transit through, and the number of days spent in each country. The Heads of Departments will consider the provided information and notify the Human Resources Department immediately. Upon returning to Thailand, the employee must proceed as follows:
  - In case of traveling to or transiting through the mentioned countries or areas due to work purposes, the employee will take 14 days off upon arrival. This will not be counted as vacation leave and the employee will be paid as usual.
  - In case of traveling to or transiting through the mentioned countries or areas due to personal business, the employee must take 14 days of unpaid leave (not related to the employee’s vacation leave). The company is not responsible for any costs or damages occurred if the employee is unable to return to Thailand.
  - If after 14 days of leave, the employee has no suspected symptoms of the Coronavirus (COVID-19), the employee may return to work. Possible symptoms will be closely monitored for another 14 days and the employee must:
    - Wear a face mask while working
    - Disinfect hands frequently with 70% alcohol gel, especially before touching the eyes, nose, or face.
    - Observe body temperature and respiratory functions
    - Not share food with others
    - Abstain from going to gatherings, such as parties, birthdays, weddings, ordinations, graduations, funerals, nightlife places, shopping malls, supermarkets and any crowded places.

- If during the 14 days of leave the employee shows the suspected symptoms of the Coronavirus (COVID - 19) such as fever, coughing, sneezing, runny nose, sore throat or wheezing, the employee shall act as follows:
  - Under no circumstances should symptomatic employees be allowed to enter Royal Cliff and should go immediately see a doctor. They should provide a medical certificate to the Human Resources and the Head of Department.
- If the doctor concludes that the illness is not a coronavirus infection (COVID-19), the employee can return to work after the 14-day of leave. The symptoms will be closely monitored for another 14-day and the employee must:
  o Wear a face mask while working
  o Disinfect hands frequently with 70% alcohol gel, especially before touching the eyes, nose, or face.
  o Observe the body temperature and respiratory functions
  o Not share food with others
  o Abstain from going to the gatherings, such as parties, birthdays, weddings, ordinations, graduations, funerals, nightlife places, shopping malls, supermarkets, and any crowded places.

- If family members or people residing in the same house as the employee are traveling to or transiting through the above-mentioned countries or territories, the employee must notify the Human Resources Department immediately so that necessary action can be taken.

Employees who do not travel to or transit through the above-mentioned countries or territories but have the suspected symptoms of the coronavirus infection (COVID-19) such as fever, cough, sneezing, runny nose, sore throat or wheezing, must notify their Heads of Department and the Human Resources Department and immediately proceed as follows:
  - In case of experiencing the symptoms during work hours, the employee must immediately notify the Head of Department to coordinate with the Human Resources Department to send the employee to Banglamung Hospital to check the symptoms as soon as possible.
  - In case of experiencing the symptoms outside of work hours, the employee is forbidden to enter Royal Cliff and its surrounding areas and must seek immediate medical attention. A medical certificate confirming that the employee does not have the suspected symptoms of the Coronavirus (COVID-19) is mandatory.
  - If it is concluded that the illness is not the coronavirus infection (COVID-19), the employee may return to work as usual. The employee must act as follows:
    o Wear a face mask while working
    o Wash hands frequently with 70% alcohol gel, especially before touching the eyes, nose, or face.
    o Observe their body temperature and respiratory functions
    o Not share food with others
    o Abstain from going to the gatherings, such as parties, birthdays, weddings, ordinations, graduations, funerals, nightlife places, shopping malls, supermarkets, and any crowded places.

- In case it is concluded that the employee is infected with the Coronavirus (COVID-19), Banglamung hospital will deliver the employee to a hospital in Bangkok. The government will bear all the expenses. The employee must strictly follow the hospital’s instructions.

- All the Members of the department that the infected employee works in and all the members of the other departments that work closely with the infected employee will be screened by the Human Resources Department and will be obligated to also take 14-day leave. The employees suspected of having the symptoms of the Coronavirus during the 14-day of leave must notify the Human Resources Department.

- The company encourages all employees to be aware of and understand the importance of personal hygiene. Please wash your hands before and after using the bathroom, before and after eating, etc.

- The company requests all Heads of Departments to screen the health condition of all the staff under you especially those who have direct contact with guests, such as the Front Office staff, waitresses, kitchen staff that take care of food stations and the housekeepers before the start of their shifts and monitor if they are showing symptoms of having coronavirus infection. Should there be a staff suspected of having coronavirus infection, the supervisor must notify the employee of the mandatory 14-day leave and have that employee comply with company policy.
Different measures from food preparation to dining experience have been implemented to ensure food hygiene safety.

- Food and beverage are locally sourced and none come from high-risk countries.
- Food safety guidelines are strictly implemented (ISO certified).
- All chefs are required to wash and sanitize their hands frequently (every hour).
- All chefs and kitchen staff who handle food are required to wear hats, gloves and hairnets.
- In the event of a buffet, serving ladles, spoons, forks and other utensils are regularly wiped down with sanitizer cloths and changed frequently.
- All tableware including menus, salt & pepper shakers, toothpick holders and tent card holders are cleaned and sanitized daily.
- Disinfecting wet wipes are used at all restaurants and function areas.
- Dining tables and chairs are sanitized daily.
- All food handlers must wear surgical masks during duty.
- The kitchen area including the cooking utensils and tableware are frequently disinfected.
- We have new boxes for those who want pre-packaged lunch boxes option.
Funtasea Kids World and the Fitz Club

- Fitz Club thoroughly and regularly disinfects and cleans all facilities and equipment.
- Hand sanitizers and sanitizing wipes are available for the hands and the equipment inside the gym and in the locker rooms.
- All members are asked to wipe down equipment before and after use.
- All members are asked to do a temperature check before being allowed inside the club. If the temperature is more than 37.5 Celsius, they will not be permitted inside the club.
- All Fitz Club members who are not feeling well are asked to please refrain from visiting the club.
- Funtasea Kids World is cleaned and disinfected every day – all toys that have been touched and played with are cleaned every time kids have left the area.
- All guests at the Funtasea Kids World are also asked to do a temperature check before being allowed inside the club.
- Bathrooms have signage featuring proper handwashing.
- Kids are accompanied by staff or adults to do handwashing properly.
- Hand sanitizers are available at the counter.
- Funtasea staff wear masks and are trained to be vigilant to check for kids who are coughing and sneezing.

The above policy is effective for all employees and must be strictly abided by. Due to the current situation in Thailand and the severity of the disease outbreak, any noncompliance, negligence, and ignorance of all the regulations in this announcement will be considered a disciplinary offense and will be strictly punished by issuing a written warning letter or a termination of the employment. Additional policies may be regularly added depending on the severity of the situation and will be announced by the Human Resources Department.