



# Our Commitment to a Safe and Clean Environment

At Carlton Hotel Singapore, the safety of our guests and employees has always been our top priority. As we work to safely re-open our doors to travellers, we want to assure you that our hotel will be cleaner and safer than ever before.

The hotel, including our food & beverage outlets - Wah Lok Cantonese Restaurant, Café Mosaic and Tuxedo, are honoured to be awarded the SG Clean quality mark by the National Environment Agency (NEA). This award is given to organisations who have fulfilled and continue to commit to the strict requirements of stringent sanitisation and hygiene practices, mandatory temperature checks, complying with health and travel advisories and more.

The following initiatives have been implemented to focus on enhanced hotel cleaning practices, social interactions and workplace protocols. We hope this will help to ease some of the concerns you may have as we look forward to welcoming you at Carlton Hotel Singapore.



## Public Spaces and Communal Areas

Using hospital grade disinfectant and handheld electro-static spray machines, cleaning and disinfecting efforts have been stepped up multiple times daily with an emphasis on high touch points. These include but not limited to lobby reception check-in counters, concierge, door handles, public bathrooms, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.

All lift buttons and panels have been applied with an antimicrobial spray coating that lasts for six months. These areas, including those with high touch points, will also be cleaned and disinfected once every two hours daily. Hand sanitisers are displayed in public spaces such as the lobby reception, all food & beverage outlets and lift landings on every floor.

## Reception & Concierge

Acrylic screens at the lobby reception have been installed to minimise contact between the staff and the guest. Contactless payment are also in place. All front line staff will wear masks when serving guests. In addition, bellhops will also wear gloves.

## Guest Rooms

Housekeeping staff will wear masks and gloves when cleaning the rooms. All guest rooms will be cleaned and disinfected using handheld electro-static spray machines and hospital grade Virex II 256, a one-step disinfectant cleaner and deodorant. Extra attention will be given to high touch points such as television remote controls, toilet seats, door handles, water faucet handles, telephone, light switches and temperature control panels. Disinfectant wipes will also

be provided in all guest rooms. Television remote controls will be wrapped in clear plastic. Stationery and mini-bar items in all guest rooms will be removed but will be available upon request. In-room dining menu and compendium will be accessed via QR code in the rooms.

## Food & Beverage

Food and beverage service shall reduce in-person contact with guests as much as possible. All service staff are to wear masks at all times. Contactless payment using wireless card machines are available. In place of printed menus at each outlet, guests can scan the QR code available at their table to reduce contact. Printed menus will still be available upon request and they will be cleaned and disinfected after every use. All tables that have been thoroughly cleaned and disinfected will be displayed with a card to reassure guests of our enhanced cleanliness. Salt and pepper shakers will be replaced with sachets. Minimal items will be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. All kitchen staff are to put on face shields.



## Meeting and Convention Spaces

Meeting and banquet arrangements will have physical distancing between guests based on the government's guidelines.

## Safe Distancing Measures

Following the government's safe distancing guidelines, all guests are advised to practise physical distancing by standing at least 1 metre away from others. Such areas have

been clearly marked for appropriate physical distancing such as queuing when checking in and out at the lobby reception and in the guest lifts. Where applicable, lobby furniture and other public seating areas have also been reconfigured to promote safe distancing.

The capacity limit for the swimming pool area is restricted to 20 guests. The maximum capacity inside the pool and gym is 10 guests. Kindly reserve your preferred time slot before visiting the gym and pool to ensure a safe experience for all.



## SafeEntry for Contact Tracing

Following the government's guidelines, it is mandatory for hotels to deploy the use of SafeEntry system. SafeEntry is a national digital check-in system that logs the names, NRIC/FINs and mobile numbers of individuals to facilitate contact tracing efforts and other response measures for COVID-19. All guests, visitors and employees are required to check in to SafeEntry upon entering and leaving the hotel by scanning the QR code with their mobile phone. Alternatively, any form of identification with a barcode may be presented to our staff to assist guests with the check-in process.

## Health Declaration & Temperature Taking

Guests who are checking into the hotel will be required to complete a health declaration form. Compulsory temperature checks are also required for all guests and employees upon entering the hotel. Those who failed their temperature checks will be refused entry and will be advised to visit the doctor.