



AJMAN HOTEL MANAGED BY BLAZON HOTELS

Precautionary Operating Guidelines during COVID-19 and thereafter

In this time of uncertainty with the progression of the COVID-19 outbreak, Ajman Hotel managed by Blazon Hotels assures you that your safety and wellbeing remain our highest priority.

We have increased the precautionary measures at our hotels as the safety of our guests and employees is most important to us. We take the utmost care to ensure every stay with us is safe, clean and comfortable.

General Precautionary Operating Guidelines Hotel premises are sanitized regularly following the Government standards of sanitization

- All individuals entering the hotel are temperature checked before entering the premises. Guests or staff showing flu symptoms is denied access to the hotel premises. With respect to in-house guests showing symptoms: they will not be allowed out of the room until medical checks have been cleared;
- Staff are trained on how to deal with different cases;
- Wearing personal protective equipment for hotel staff, including masks and gloves, to safeguard guests and employees;
- Hand sanitizing stations located in high-traffic areas throughout the hotel, such as the front desk, breakfast area, elevator lobbies and fitness center;
- Social distancing is applied at any queuing location with visible floor markings showing the distancing. Examples of such locations are but not limited to: check in counters, concierge counters, restaurant entrances, pool towel counter, etc.;
- Social distancing refers to a minimum of 2 meters between individuals;
- All newspapers, magazines and brochures are removed from all the rooms. In-house menus or any other important documents are printed on simple paper and disposed of after the guest is finished with using it;
- Our Hotel had increased frequency of cleaning and disinfection chemicals for the following locations (receptions, F&B outlets, elevators, washrooms & changing rooms, guest rooms, training and meeting rooms, salons, pools, gyms, beach seating areas, escalators, and staircases).

Hotel Entrance, Lobby and Reception Areas

- Valet service is closed;
- Sanitization stations are placed in the entrances of the hotel;
- Dedicated separate doors for entry and exit;
- Social distancing marks are visible at check in/out counters;
- All the digital screens are updated with health and safety steps to safeguard our guests and employees wellbeing.
- We take the utmost care to ensure every stay with us is safe, clean and comfortable.

Lifts and Elevators

- Hotel provides items that can be picked by the guest, used to press the button and then disposed off at every lift entrance in addition to inside the lift;
- The items provided are separated from each in order to allow guests to pick one item without touching the other items;
- Disposal bags, baskets or bins are also placed in order for guests to immediately dispose of them after usage.

Guest Rooms

- Rooms are sanitized before any guests are checked into the room;
- All delivery items and luggage are sanitized before sending to the rooms;
- Room service is allowed. It is recommended that all tableware (cutlery, plates, and cups) must be disposable or non reusable; if not possible then disinfecting the tableware is mandatory;
- Paper napkins to be used only;
- Trolleys are sanitized before and after entering guest rooms;
- Any food additives such as salt, pepper and sugar are given out in sachets and not re-useable containers.
- All items placed in the minibars are sanitized before placing in the rooms;
- All room amenities are sanitized before placed in the rooms.

Guest Transportation

- If guests are to be transported by cars organized by the hotel; the maximum number of people in the car is 3 (including driver);
- Masks should be worn throughout the transfer, gloves are optional;
- All vehicles are sanitized before the passengers use the vehicles.

Restaurants, Bars and Other F&B Outlets

- All outlets need to allow only 30% of total outlet occupancy.
- Outside guests are allowed into the outlets as long as the capacity remains at 30% and the guests are checked before entering the hotel premises;
- Seated waiting areas are closed;
- Waiting areas are marked with social distancing floor markings;
- Social distances are applied with seating arrangements;
- Outlet/s are only served through la carte. In the case that the buffet is must, then specific hotel staff need to do the serving to guests, where the guests will not use any of the serving cutlery. Moreover, social distancing is taken into consideration if guests queue at buffet stations. In the case of live cooking stations, guests are only allowed to order and a hotel employee is to serve the dish to the table when ready, no waiting allowed at the cooking station by guests;
- All seats and tables are sanitized after each guest uses them;
- The outlets use disposable or non reusable tableware (cutlery, plates, cups) only and no table mats;
- All outlets are to use paper napkins only;
- Food seasoning and condiments such as salt, pepper, sugar, ketchup and mustard must be given out in sachets and not re-useable containers.

Hotel Pools and Beach Facilities

- Pools and beaches are open to hotel guests only. No walk-ins allowed;
- All guests willing to use these facilities must be temperature checked before allowed access;
- 30% of total capacity allowed in each facility;
- Social Distancing of seating should be carried out;
- All seats and tables need to be sanitized after each guest use;
- F&B can be served at these facilities following the below:
- All tableware (cutlery, plates, and cups) must be disposable or non reusable;
- Paper napkins to be used only;
- Trolleys or food trays to be sanitized before and after guest use;
- Any food additives such as salt, pepper and sugar must be given out in sachets and not reusable containers;
- Food and drink covers are placed on all dishes and cups that are being delivered to guests at any location from the kitchen;
- All menus to be switched to simple paper menus that will be disposed of after guest use.

Meeting and Function Facilities

- Meetings and functions of 10 people or less are allowed;
- Temperature tests must be done to all individuals before entering the meeting or function rooms;
- F&B may be served to clients upon their request in plated style only and not buffet style;
- It is recommended that all outlets are to use disposable or non reusable tableware (cutlery, plates, cups) only. In the case that this is not possible, then tableware disinfecting is mandatory. Paper napkins to be used only;
- Any food additives such as salt, pepper and sugar must be given out in sachets and not re-useable containers;
- Food and drink covers must be placed on all dishes and cups that are being delivered to guests at any location from the kitchen.

Prayer Rooms & Ablution Facilities

- Facilities are to remain closed until notice;
- In-house guests are referred back to their rooms for prayer;
- External hotel guests and staff are to be given individual prayer mats;
- Prayer mats to be sanitized after every use;
- A maximum of 3 people can pray together.

Loading Bays

- During the exchange of goods hotel staff should not mix with external suppliers;
- Masks and gloves are a must for staff handling the unloading of new items;
- Proper training needs to be made for staff handling items from outside, in how to use and remove masks and gloves;
- All items need to be sanitized before entering the hotel.

Laundry Facilities

- All dirty laundry is to be handled by care and gloves should be changed and disposed of after each laundry bag is checked;
- Laundry coming from external third parties need to be sanitized before entering the hotel;

Children Playrooms and Playgrounds

- All children's playrooms and playgrounds remain closed until further notice.

Spas & Massage Centers

- Spas and massage centers remain closed until further notice.

Other Entertainment and Sports Facilities

- All other facilities must remain closed until further notice.

Hotel Employee Accommodation and Transfer

- Hotel work with an efficient skeleton manpower plan;
- Hotel accommodate their employees in the hotels as much as possible to minimize transportation in and out of the premises;
- Any staff member leaving the hotel should be temperature checked before s/he is let back onto the premises.
- Employee shift changes should be revised taking into account restricted movement timings announced by the Government;
- Hotel need to increase shuttle trips to accommodate social distancing within the busses, where each shuttle can only take 30% of total capacity, and seating should be spread within the vehicles;
- Each row can only seat one person. • Individuals must sit on opposite corners of the row in front of them.
- Sanitization bottles are available in the busses for staff to be able to use;
- Masks are worn throughout the transfer, gloves are optional;
- All vehicles are sanitized before and after staff use the vehicles.

The staff accommodation follows the below guidelines:

- Thermal detection devices to continuously measure the temperature of staff upon entry and exit of the accommodation by a competent and qualified employee;
- Provide adequate control over the entrances and exits of the accommodation and prevent entry of non-employees into the accommodation;
- Maintain the safe separation and social distancing between the employees inside the housing facilities and common areas;
- Increase the cleaning and sanitization of surfaces in direct contact with the employees.

We welcome our guests in our hotels with the same warmth and hospitality we have always done.

We are committed to keeping you informed and to care for you as a valued guest.

Each department has implemented a checklist for the following requirements.

Ajman Hotel looks forward to welcoming you back!

