

As a response to the Covid 19

We have implemented a complete “Covid 19 Response Action Plan” to deal with this new situation and to ensure a safe and relax environment within our hotels, for both our valuable guests and employees.

Certain parts and aspects of our hotel operations have been changed and adapted. A strict hygiene and safety action plan has been implemented in all of our hotels in Egypt which have re-opened.

New procedures and regulations is following the strict directives of the Ministries of Tourism and Health of Egypt,

As well as “WHO Operational considerations for COVID-19 management in the accommodation sector”.

New Health & Safety Conditions:

Any hotel which is restarting operations will be first audited by the Local Authorities and will receive a special “Healthy & Safety Certificate”

- Audit will be conducted in cooperation with Ministry of Health and other Experts, covering all aspects of a safe hotel Operation
- Certified Hotels ONLY can welcome new guests, **starting June 15nd 2020**
- Certified hotels will provide onsite medical assistance, if a positive case is discovered the hotel will take the necessary steps requested.
- All protective equipment is subject to special checks and authorization and will be provided for both guests and staff
- Strict communication and reporting procedures, both internal and external, are implemented



Hotels & Resorts- Egypt
Response to Covid-19

“Our Commitment is Keeping You Safe while enjoying your holiday In safety and hygiene standards “



FOR YOU & FOR US

Together we can make it!

Check In and Lobby:

- Special sanitation procedure upon check in will be implemented
- Extra safety precautions are being implemented for registration
- Body temperature of guests will be checked and recorded upon arrival at hotel and might be checked during their stay.
- Sanitizing dispensers for our guests will be available at public areas
- Strict cleaning and sanitizing procedures will be in place for all areas.
- Senior Guests will receive extra care and attention.

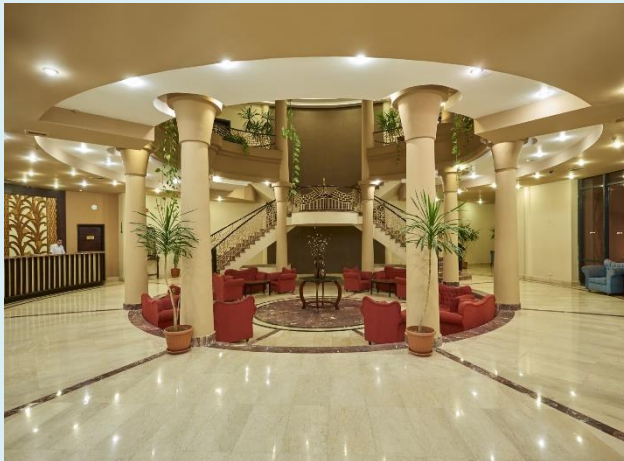
General Hotel Policies:

Restricted number of guests per room will apply.

Further restrictions may apply to maximum Capacity in several parts of the Hotel.

Food & Beverage Services available are being Adapted to the new policies, focused on our quality, variety and guest satisfaction.

Valet service and evening entertainment are temporarily not available



Guest Rooms & Housekeeping:

Enhanced thorough cleaning protocols as per the directives of the Ministry of Health, will be implemented in guest rooms and public Areas of the Hotels.

Guest rooms will be fully sanitized after 24 to 72 After check-out.

Unnecessary items will be removed from guest rooms, such as decorative pillows, bed Scarves, paper notepads & pens, For guest and employee safety & well-being Daily or regular in-room.

Housekeeping services will be limited, Hourly cleaning protocols are implemented for public key touch areas

Strict rules apply for Laundry and rules apply for Laundry & disposal of Garbage.



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Food and Beverage Areas:

While recognizing the importance of quality and buffet services, our procedures and standards have been adapted to prioritize your health and safety, including:

- Breakfast formula with special safety measurements ensuring NON-guest contact.
- Lunch and dinner buffets are replaced by set menus and / or a la carte offerings, depending by hotel and availabilities.
- “Shisha” facilities are not Available till further notice.
- Additional safety measurements are implemented such as extra social distance between tables, revised protocols for table settings and cleaning, individual hand sanitizing facilities for guests

Hotels Employees & Staff Requirements:

- All our employees have been trained to follow new strict guidelines, including utilizing Personal Protective Equipment, Frequent & stringent hand-washing protocols. Most staff will wear gloves and or a face mask.
- Employee workstations & accommodation will be cleaned and Regularly sanitized and / or disinfected.
- All employees will undergo strict preventive health checks.
- Number of active employees are controlled and extra safety protocols are implemented before starting duties
- Logbooks are implemented as per WHO directives



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Other Leisure facilities:

Pools & Beach will be subject to enhanced sanitizing protocols, while respecting extra safety and social distance between the guests.

Beach towels will be available from the guest room and animation activities will be restricted

Gym & Spa facilities are only accessible for in-house guests, with extra social distance between each equipment, and will be sanitized and cleaned after each guest.

Certain facilities such as sauna, Jacuzzi, steam bath and massages are temporarily not available.

Diving Center: restrictions and special regulations might apply, depending on each hotel; please consult the reception upon arrival for updated information on Diving Center facilities.

The information hereby provided can be Altered and updated anytime as per new directives of the Egyptian Authorities & safety measurements can be eased or further Enhanced as per the development of the local health situations.