



HYGIENE &

CLEANLINESS

OUR COVID-19 SAFETY PROCEDURES



**TRUST IN
TEARDROP**

Dear Friends of Teardrop,

When planning your next trip, we hope you will be keener than ever to stay in small, professionally managed properties that work in harmony with the environment and local communities in which they belong. At Teardrop Hotels we have always committed to making sure that we are good neighbours, employers and hoteliers, and that sustainability runs through our core.

Hospitality is an industry that relies on people taking care of other people, and there has never been a time where we've needed to take this more seriously than now. We have improved our procedures so that you can rest assured that the health and safety of our guests, staff and local communities are our number one priority. The details below are a synopsis of what we have already done, and will continue to do, so that our guests can relax in any of our beautiful properties.

Each of our hotels has taken part in the training and implementation of special Covid-19 procedures recommended by Samana Health, world-leading specialists in infectious diseases, occupational health and outbreak management, and every property is now rated as 'Green' by the UK's leading travel safety company, Sanderson Phillips.

There's no doubt that the guidelines will evolve based on the recommendations of the WHO and local authorities and you can be sure that we will adjust our procedures accordingly. If you have any concerns, please do let us know by emailing our Health & Safety team on safety@teardrop-hotels.com.

I'm happy to say that Sri Lanka has done a remarkable job of keeping Covid-19 in check, thanks to early enforcement of curfews around the country, and that none of our staff or their families' health has been affected by the virus. From the beginning of the outbreak, we have worked hard to make sure that they have remained safe and will continue to over the months and years ahead. Your help in doing so is very much appreciated.

We hope that these procedures will help you to 'Trust in Teardrop' and we can't wait to welcome you back to our heavenly hotels.

Best wishes,



Henry Fitch
Managing Director



AT CHECK IN

ON ARRIVAL ALL GUESTS WILL BE ASKED TO :

- 01 Have their body temperature checked
- 02 Fill in a Health Declaration form along with their check - in registration
- 03 Regularly sanitise their hands using the dispensers provided throughout the hotel
- 04 Avoid contact with staff members or other guests and maintain a social distance of at least 1 metre while wearing face masks (or at least 2 metres if not wearing masks)
- 05 Ensure that they report any illness (particularly fever, cough, sore throat, difficulty in breathing) to the hotel management.

FOCUS AREAS



No Shaking Hands

All guests will be met with the traditional Ayubowan greeting. Guests in turn are encouraged to adopt this traditional greeting while on the premises.



Hand Sanitisation

Hand sanitisers are positioned throughout the properties, including in all back of house staff areas. Guests are requested to sanitise their hands regularly and staff will wash/sanitise their hands at least every 30 minutes. Kitchen staff, in particular, are required to wash their hands every 15 minutes while on duty.



Face Masks

Face masks will be used by staff inside the hotel at all times. All staff have been asked to avoid hand contact with their eyes, nose & mouth, and to sanitise hands immediately if contact occurs.





Safety Signs

Additional signage will be placed around each property to remind people of the proper way to handle and wear masks, and to provide information regarding any other health and safety matters.



Luggage

Your luggage will be sanitised by our staff promptly upon arrival. Although hotel staff will be happy to oblige (and will disinfect the handles prior to and after carrying suitcases), guests will be given the option of carrying their own luggage to their rooms.



Bedrooms

All direct contact surfaces in guest rooms are cleaned & sanitised with approved chemical sanitisers. Particular attention is paid to the high touch items such as door handles and telephones.

- All guest key cards, keys, in-room phones, TV remote controls and AC remote controls are sanitised again during the turn-down service.
- Bedrooms have certain high touch point items removed, such as pens, pencils, books. Guests can also request any of the removed items for their use and they will be provided once sanitised.
- All rubbish in the rooms is cleared into garbage bags and sealed immediately.
- Thorough cleaning and disinfection of any air conditioning systems is carried out on a regular basis. Air-conditioning units have been re-adjusted to ensure maximum fresh air circulation in all guest rooms.
- If occupancy permits, checked - out rooms will be cleaned 4+ hours after a guest has checked out.





Public Areas

Hotel libraries are still operating. We kindly ask that any used/ touched books be placed into the book sanitisation baskets. These books will only be returned to the bookshelves once appropriately sanitised. Long stay guests may take a selection of books to their room for use throughout their stays.

- Dining Rooms and Restaurants have been set up to maintain the applicable distance between tables. Please do ask a team member if you have a particular table that you would like to reserve for the duration of your stay.
- Menus will either be disposable or will be sanitised before and after use.
- Since dining rooms and restaurants are areas where face masks shall not be worn, we kindly ask that you refrain from loud conversation or singing, which are means of transmitting coronavirus from people who may be infected but do not show any symptoms. Best practices in this regard would be to enjoy your meal quietly and to minimise time spent in shared confined spaces. Open air locations with plenty of ventilation and your own private living spaces provide the optimal level of safety.
- Disinfectant mopping is regularly carried out along guest room corridors.



Shared / Common Areas

We kindly ask that guests using shared, common areas such as lounges wear a face mask to completely cover the nose and mouth, as a means not only as a courtesy to other guests but also for your optimal protection. We are happy to provide you with a surgical mask if requested.



Swimming Pool

At hotels with pools, appropriate chlorine levels of the swimming pool and the correct PH value is monitored regularly. Filters in swimming pools are kept clean and the frequency of backwash has been increased.



Local Doctor On Call

The hotels have engaged the service of a local medical doctor on a 24-hour basis for emergencies.





Staff Health

Body temperature checks will be carried out and recorded twice a day, upon arrival and departure. Staff have been provided with masks & other protective equipment deemed necessary by the authorities.

- Regular monitoring of staff is taking place to check for any symptoms of fever, cough, sore throat, or difficulty in breathing. Any staff member who is unwell with respiratory symptoms must see a doctor immediately. They are not allowed to return to work without clearance by the doctor. Regular staff interviews also ensure we receive an update on any relatives or friends who are/may be infected with the COVID-19. Staff residing in COVID-19 'hot-spots' will be promptly identified and provided with alternative housing, to return to work only if symptom free following a 14-day self quarantine period.
- Special weekly deep cleaning and disinfection programme for team member bedrooms has been implemented. The past "Cleaning Checklists" in all staff areas incorporating thorough sanitisation practices has been improved.



Screening Vendors / Suppliers / Contractors

Body temperatures of all contractors, vendors, suppliers is taking place at the security check points before they are allowed entry to do their work in the hotel. These personnel will be mandated to perform strict hand-hygiene and footwear sanitisation procedures at entry. Where applicable, entry and movement of vendors and suppliers shall be restricted. Strict guidelines to maintain the sanitisation chain during goods receiving process shall be implemented.



Guides

Third party chauffeur guides will not be permitted to enter the building; they may however remain in their vehicles.





03 September 2020

VERIFICATION OF COVID-19 PREPAREDNESS STANDARDS

This is to verify that the **Teardrop Group** has met the **Comprehensive COVID-19 Preparedness Standards** set forth by Samana Health as of **02 September 2020** based on stringent criteria that typically exceed current national and international minimum requirements, pertaining to the following properties:

- **Camellia Hills**
- **Fort Bazaar**
- **Goatfell**
- **Kumu Beach**
- **Nine Skies**
- **The Wallawwa**

The standards were assessed in the following domains:

- Security
- Entrances
- Guest Rooms
- Laundry
- Housekeeping and Janitorial
- Goods Received
- Shared / Common Spaces
- Swimming Pool (Where Applicable)
- Spa (Where Applicable)
- Gardening and Landscape
- Staff Accommodation
- Personal Protective Equipment
- Employee Safety Procedures at the Workplace and Community
- Safe Reopening of Premises Following Low Use / No Use
- Communication and Operations
- Management of Elevated Body Temperature
- Management of Suspected COVID-19 Case
- Managing Spills of Blood and Body Fluids

Dr. Changa Kurukularatne

*Specialist - Infectious Diseases, Infection Prevention & Control, Outbreak Response
ABIM (USA) -Internal Medicine, Infectious Diseases
Fellow, Academy of Medicine, Singapore
Advisor and Creator, Peramaga Project
(COVID-19 Screening Capacity Enhancement), Sri Lanka*

Dr. Aseni Wickramatillake

*Specialist - Occupational Health, Industrial Hygiene
Visiting lecturer - University of Moratuwa and the University of Vocational Technology (Sri Lanka)
Lecturer and Trainer - National Institute of Occupational Safety and Health (Sri Lanka), the College of General Practitioners (Sri Lanka), South Asian Aviation Services
Member - International Commission on Occupational Health (ICOH)*



TEARDROP
HOTELS

www.teardrop-hotels.com


WALLAWWA
COLOMBO


FORT BAZAAR
GALLE FORT


KUMU BEACH
BALAPITIYA


CAMELLIA HILLS
DICKOYA


GOATFELL
NUWARA ELIYA


NINE SKIES
ELLA


LUNUGANGA
BENTOTA