

Cinnamon Care

**THE CINNAMON STANDARD
FOR CARE AND CLEANLINESS**

GENERAL

As you prepare to travel again, we at Cinnamon Hotels & Resorts look forward to welcoming you with the traditional hospitality of Sri Lanka and the Maldives. For your wellbeing, we have implemented protocols that are aligned with Government and World Health Organization guidelines so that travel and leisure is safe and inspiring for all.

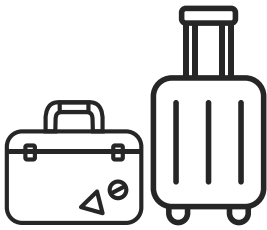


What to expect when you arrive at a Cinnamon hotel:



AT THE HOTEL'S RECEPTION

- Guests will be welcomed with a traditional, no-contact greeting on arrival
- A temperature check will take place
- Physical distancing is encouraged in all public spaces
- Guests are encouraged to bring a sufficient supply of face masks. Face masks will also be available at the hotel upon request
- Guest luggage will be sanitised prior to entering the lobby
- Limited numbers will be accommodated in the reception lounge/ lobby areas. A maximum of 6 persons will be assisted for check-in at a time and lobby seating will be arranged accordingly



AT CHECK-IN

- There will be demarcations to ensure distance is maintained
- Guests are required to provide their medical and travel history prior to arrival
- We encourage use of online fund transfers or credit/ debit cards to minimise the handling of cash
- Keys/ key cards are disinfected prior to issuance



AT THE ELEVATORS/ LIFTS & BUGGY/ TRICYCLE

- Two to four guests will be permitted to use the elevator at a given time. The rule of thumb should be in maintaining the required physical distance
- Hand sanitisers are available at all landings so that hands can be sanitised prior to guests entering their rooms
- Buggy service in the Maldives will be limited to 2 guests per time, with the option for additional guests to walk to guest rooms maintaining physical distance
- Buggies and tricycles will be disinfected after each use



AT PUBLIC AREAS

The pool and gym of Cinnamon Grand Colombo, Cinnamon Lakeside Colombo and Cinnamon Red Colombo will be closed until further notice.

Cinnamon's resort properties in Sri Lanka and the Maldives will function, and will follow the guidelines below



Spa

- Spa services will be available to in-house guests only
- There will be some limitations to the offerings
- Guests will be required to sign a disclaimer in keeping with government and Ministry of Health regulations prior to obtaining services
- Spa services will be subject to the guidelines implemented by the Operator



Pool

- The use of the pool will be available to in-house guests only and there will be a limit to the number of persons entering the pool
- Guests will be encouraged to obtain their pool/ beach towels from the designated location
- There will be no floral and/ or towel decorations in place
- Pool/ beach towels and sunbeds will be sanitised after each use. Guests are encouraged to drop off used towels at the designated area
- Sunbeds will be arranged in-keeping with the safe physical distancing standard
- Chlorination and area disinfection of the pool will take place at regular intervals



Gym

- There will be limitations to some of the services available at the gym
- All equipment will be sanitised before and after every use
- Gym towels and all terry products will be refreshed on a routine basis
- Guests will be encouraged to sanitise their hands before and after using gym equipment
- Note to members - Members are requested to bring their own gloves, masks, towels, and water bottles (the water dispenser will be available for refilling)



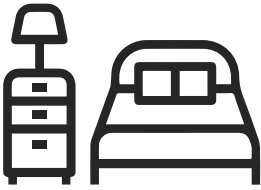
Sports

- Activity areas will be sanitised/ disinfected after every use
- Guests will be encouraged to drop off equipment (racquets, balls etc.) into a designated box after use to be disinfected/ sanitised
- All sports items will be disinfected prior to guest use
- Guests will be encouraged to wash and sanitise their hands prior to leaving the activity area for their own health and safety



Kids' Play Area

- Children under 12 must be accompanied by a person 18 years or older
- Children and guests will be encouraged to wash and sanitise their hands prior to leaving the activity area for their own health and safety
- All activity equipment will be sanitised before and after every use



IN-ROOM

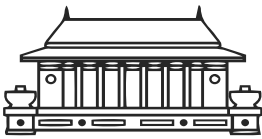
- Rooms are sanitised with ozoniser or disinfectant spray
- Appliances and accessories in the room are sanitised prior to check-in including door locks, AC vents, equipment and furniture
- Minimum supplies are placed in rooms to minimise contact however these items can be provided on request. Items include dental kit, shaving kit, loofah pad, comb, vanity kit, shower cap, sanitary bags, sewing kits, pens and notepads
- Minibar and turndown services will be available on request
- Some of our properties will display contents of the compendium on the in-room TV
- Rooms will be serviced once every two days or on request; please note that we will not be offering turn-down service to minimize contact. Housekeeping associates will use PPE and take necessary precautions for cleaning between rooms
- In the Maldives, occupied rooms will be serviced on request
- Additional steps are taken to ensure that specific formulae are followed for washing. Guest laundry is packaged individually on return to ensure that hygiene standards are maintained.



AT OUR RESTAURANTS, CAFES, COFFEE SHOPS AND BARS

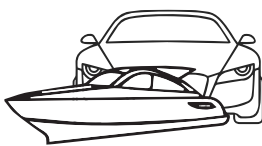
- We encourage guests to practice queueing etiquette when approaching the order desk, coffee stop or counters
- For group bookings, agents are requested to confirm group meal plans and timings to reserve tables accordingly
- For walk-in guests at our city hotels, we encourage prior reservations which can be made at,
 - › Cinnamon Grand Colombo: +94 (0) 11 249 7361/2
 - › Cinnamon Lakeside Colombo: +94 (0)11 249 1491
 - › Cinnamon Red Colombo: +94 (0)11 2 145 145
- On arrival at the restaurant, guests will be provided with wipes or sanitiser
- Guest seating will be two per table, except for families with young children
- In the Maldives, long-stay guests will have a designated table through their entire stay

- Buffets will be equipped with sneeze guards and the service staff geared with personal protective equipment will be readily available to assist in serving
- Action cooking stations are introduced where possible to avoid buffet arrangements
- In the Maldives, counter service will be restricted at bars to maintain social distancing. A la Carte service will be done during low occupancy. In-room dining will not be available
- At meal times, guests will be served standard drinks on entitlements basis only, i.e. soft drinks, house wine and beer



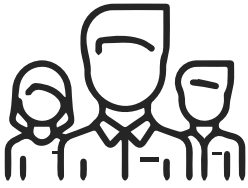
FOR ENTERTAINMENT, EXPERIENCES AND EXCURSIONS

- Sports, excursions and activities are available on website (cinnamonhotels.com) and on display at the property. Reservations on-site can be made via phone call to the front office
- Entertainment will be limited to selected venues and there will be limitations to group gatherings
- Excursion activities will be limited
- Transportation for excursions by boat (Maldives) or jeep (Sri Lanka) will be limited to 50% capacity
- In the Maldives, inter-island excursions will be halted for a period of three months
- All service providers will adhere to the guidelines of sanitation and disinfection in their respective areas



GUEST TRANSPORT

- Our fleets (cars, vans, speed boats and seaplanes) are sanitised with recommended chemicals prior to every arrival and will follow the required operational protocols
- Guests are requested to wear a face mask during transfers
- In the Maldives, guests will be received by our dedicated representatives from counter #34 (Voyagers Maldives). All guests will be assisted to the waiting area which follows the standard physical distancing requirements prior to boarding the speed boat
- Cars will accommodate only two passengers per transfer. Larger vehicles such as vans, coaches and buses will operate at 50% capacity
- Speedboats in the Maldives will be operated at 50% capacity and will follow seaplane transfers operation protocols (more information can be viewed at <https://youtu.be/6NuZKF2PWIE>)



OUR ASSOCIATES

Cinnamon Associates go through the following compulsory protocols when reporting for duty at each property:

- Wear a face mask when reporting for duty
- Sanitise hands constantly
- Go through a temperature check before entering the Property
- Disinfect footwear and personal belongings prior to entering the Property
- Wear gloves when carrying out specific types of work related to housekeeping, food and beverage, kitchen stewarding, engineering and laundry

Cinnamon Care - Our Standard for Care and Cleanliness

A holistic approach is taken to sanitation across all hotel spaces. Enhanced measures include high frequency cleaning and disinfection of guest areas, use of approved disinfectants against the COVID-19 virus and other bacteria, compliance for supply chain deliveries, and cleaning protocols for culinary and housekeeping areas. We've also made modifications to limit contact and maintain the required distance stipulated for physical distancing through seating arrangements in public areas and restaurants. Airport transfers, check-in and check-out procedures, use of hotel facilities such as the pool, the gym and sports activities and banqueting have been enhanced to meet the Standard.

Thank You!