



## KEEPING YOU SAFE HERE'S WHAT WE ARE DOING

### Arrival

- Thermal scanning upon arrival.
- Hand sanitiser and face masks available at reception and in other areas.

### Your Room

- Extra deep-cleaning protocols.
- Top mattress and pillows changed after each guest stay.
- Items, such as spare pillows and some amenities, have been removed from the room -but are available upon request.
- Mini-bar amenities will be newly provisioned for each guest.
- A biohazard bin has been placed in each guest's room for the disposal of masks, tissues, etc.

### Wellness, Fitness and Restaurants

- Physical distancing practices are in place.
- Some treatments have been modified or restricted to manage proximity.
- We encourage the use of outdoor areas.
- Extra deep-cleaning of treatment rooms, equipment and common areas, including UV disinfectant light cleaning.
- Appointment times changed slightly to reduce clustering.
- An a-la-carte menu service is being provided rather than a buffet.

### The Chiva-Som Staff Team

- Intensive training on measures to reduce risk of exposure and the spread of disease.
- Staff are using PPE -masks, shields, gloves -according to their tasks.
- Daily thermal scanning for all employees and suppliers.
- Regular COVID-19 tests for therapists and trainers, who will also stay in controlled accommodation for the period of their work.

### Chiva-Som Medical

- The nursing team is available 24hrs per day, please call if you have any queries or concerns.
- The COVID-19 Rapid Test (antibody test) is available on site. Please contact the nursing team if you wish to be tested.