



Guest and Employee Health & Safety Measures during the current COVID-19

The health and safety of our guests and colleagues has always been of paramount importance and in light of current global health concerns the following additional measures have been implemented to ensure we continue to operate and maintain the highest standards of health and safety.

- All employees will undergo a comprehensive COVID-19 induction and training program before returning to work in line with revised departmental policies and procedures to ensure the highest standards of cleanliness, as well as an in depth understanding of operating the hotel, whilst maintaining social distancing.
- When you arrive at L'oscar, our employees will act as your guide and shall communicate all the new hygiene, health & safety measures so you can move seamlessly around L'oscar, knowing that you are being looked after with the upmost care.
- Hand sanitiser stations are provided at key locations throughout the hotel in both the front and back of house areas. These will include both guest and employee entrances, lobby lounge, meeting spaces, reception and concierge desk, restaurant and bar entrances, washrooms, employee canteen, employee locker rooms, offices and lift landings.
- Each guest will receive an amenity kit located in their room or suite upon check-in which will contain masks, hand sanitiser and cleaning wipes. Additional kits will be available at front desk if requested (subject to availability).
- The frequency of cleaning and sanitising at the hotels has been increased to once per hour. This applies to all public spaces with an emphasis on deep cleaning frequent contact surfaces.
- Our cleaning products and protocols meet country specific guidelines for approved effective use against viruses and bacteria. When cleaning guest rooms, we pay particular attention to high-touch items. All bed linen and laundry are changed daily and washed at high temperature.
- Throughout the hotel, we will meet required guidelines for proper social distancing. Where legally mandated, guests and employees must practice social distancing whenever possible, by standing at least 1 metre away from people they are not travelling with.
- Our Restaurant, Bar and Private Event Spaces will also operate social distancing and comply with local or country mandated occupancy limits. These areas will be deep cleaned and sanitised once per hour and after use, including tables, seating, menus and payment machines. In room dining will also continue to operate under new strict measures to ensure your safety.
- L'oscar will appoint a 'Cleanliness and Hygiene Officer' an individual whom will be responsible to ensure that the standards are fully implemented and maintained at all times. This person will be provided with additional training to ensure that they are fully conversant with the standards. Corrective actions will be taken immediately, and procedures will be reviewed and updated as needed to ensure that control measures remain effective.