

# Ceylon Haven

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## Health & Safety Policy (Summary)

### Scope

This set of standards laid out by Ceylon Haven is addressed and applicable to all accommodation establishments such as hotels, villas and other short stay accommodation available to book on Ceylon Haven's booking platform. These standards are set out to ensure that accommodation properties can protect the health and wellbeing of their guests and staff by abiding by these updated best practices. This document sets out the protocols and roles and responsibilities related to the Health and Safety Measures in relation to the COVID19 Pandemic and information distributed by the World Health Organisation and the Sri Lankan Health Ministry & Tourist Board.



· EST. 2020 ·

## PHYSICAL MEASURES FOR POST SHUT DOWN & RE-OPENING

In advance of the re-opening of properties the following steps should be taken to ensure updated hygiene and safety standards are met. These measures should be conducted prior to the re-opening of the accommodation facilities and between guest check ins.

- Check all property utilities are in safe working order, both internally and in the external perimeter of the property, including but not limited to, lighting, electrics, water supply and room locks.
- Conduct a full disinfection of the property using Soap & water or Alcohol solution (>70% alcohol). Ensure all surfaces, tabletops, workstations, washrooms, and flooring are thoroughly disinfected.
- Ensure all guests amenities are disinfected within 2 days of the arrival of the first guest, including but not limited to cups, saucers, drinking glasses & cutlery.
- Ensure all bed linens and guest towels are laundered within 2 days of the arrival of your first guest, bed linens must be washed at a minimum temperature of 70<sup>o</sup> Celsius. Where possible towels shall be presented to guests in plastic or paper wrapping.
- Where the property has outdoor facilities such as a pool or lounge area, all amenities should be thoroughly disinfected including but not limited to, Sunbeds, Mattresses, Pool Stairs & Side tables.
- Place a sticker / Tent Card in a very visible place in the property confirming that the accommodation and its facilities has been disinfected specifying the date and time. (Signature of the person is optional).
- Hand Sanitizers should be made available throughout the property for use by staff and guests to promote hand hygiene..

## ADMINISTRATION MEASURES FOR POST SHUT DOWN & RE - OPENING

In advance of the re-opening of properties the following steps should be taken to ensure updated hygiene and safety standards are met.

- The property owner and/or manager should create an Action Plan to be implemented should the presence of a case of Covid19 arise in your property.
- The property owner and/or manager should make updated Guest Health & Wellness forms available to the property host, for guests' completion upon arrival. This form should include the following details; Arrival Date in Sri Lanka, Passport or NIC Number, Visa Number where applicable, Date of Arrival in Sri Lanka, Guest's Temperature upon arrival, Details of Previous Accommodation (home address / hotel name & address), Method of Transport to your Property. These forms should be stored in a secure location on site and should be made available only to any local authority that should request it.
- The property owner and/or manager should make a logbook available to the staff on site at the property to log all full property disinfections with a signature of the manager on duty and the date of completion, cleaning checklists should run in conjunction with this log book to ensure disinfection is carried out correctly. This log book should be made available when requested by any Sri Lankan authority.
- Where plausible the property owner and/or manager should make luggage tags or stickers made available to mark guest's luggage as disinfected upon checking into the property.
- A log of all entrants to the property should be kept with the date and time of arrival and exit. Entrants include but are not limited to, drivers, suppliers, repair or maintenance workers and tour guides.
- A contact list of local Pharmacies, Doctors, Tourist Police, and hospitals should be available to guests upon request.
- A staff wellness log should be kept with daily temperature readings.
- Staff should be trained on respiratory and hand hygiene and be capable of communicating this to guests where necessary in the most hospitable and friendly manner.
- Staff should be trained and aware of the Action Plan to be implemented in the case of a confirmed or suspected Case of Covid19 presents itself.

## MEASURES FOR OPERATIONAL PROPERTIES

These measures should be carried when the villa or accommodation property is open, operating and receiving guests.

- When present on the property all staff should wear facemasks until advised otherwise by the Sri Lankan Health Authorities.
- Where possible in the cases of non-residential staff, staff members should keep their work clothes on site, they should travel to and from the property in other clothes and where possible shower before re-dressing in their work clothes.
- Staff Members should always carry out regular hand hygiene and practise updated respiratory etiquette.
- Only the traditional Sri Lankan greeting style must always be used. Shaking hands and hugging shall not be carried out under any circumstances.
- All staff must always refrain from handling children and infants.
- Social Distancing must be practised and maintained, with staff keeping a safe distance from guests whilst always being polite and hospitable.
- It is strongly advised that no outside guests are permitted on the property until otherwise advised by the Sri Lankan Health & Tourism Ministry. Where this can not be avoided it is necessary that a log of the person/s Name, NIC Number/Passport Number and the time and date of the arrival and departure is noted.
- Regular disinfection of the property should be carried out by staff during a guest stay. We recommend a full disinfection of all floors and surface areas twice a day and intermittently throughout their stay.
- A stock of facemasks should be kept and made available to guests should they require it, as it is currently deemed a necessity by Sri Lankan Authorities when present in a public space.
- These masks should be carefully disposed of after every use.
- Where possible the use of disposable gloves is advised when handling cash or credit cards.
- Re-Opening Physical Measures should take place between all guest check in's and check outs.

I hereby confirm that \_\_\_\_\_  
will take the necessary steps to ensure \_\_\_\_\_  
adheres to and abides by the Health and Safety Standards set out in this policy.

I \_\_\_\_\_  
understand that this document does not negate or supersede any Official or Non-Official  
Guidelines issued by local or international authorities but should be used in conjunction with  
Standards Implemented and Advised by Sri Lankan and International Authorities to ensure  
the health safety and wellbeing of guests, staff and our community.

**Signed**

**Name of Authorised Individual:**

**Signature of Authorised Individual:**

**Position:**

**Date:**



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