

# your safety & wellness is our priority

## CONTACTLESS ARRIVAL EXPERIENCE

- Contactless greetings to ensure physical distancing. We welcome you with the Mabuhay hand-over-heart gesture, with our staff wearing the prescribed face mask and gloves.
- Registration and health declaration forms will be sent to you online, prior to arrival, to make check-in faster and more convenient.
- Trusted third-party transportation provider complies with the same ALLSAFE hygiene and safety standards. Cars will be thoroughly disinfected after every use. Staff are in Personal Protective Equipment at all times and there is a partition between the driver and passenger sides inside the vehicle.
- Temperature screening for everyone upon arrival.
- Contactless payment procedure, with option to receive receipt via email.

## GUESTROOM

- Click this link for the visual guide and details on deep cleaning and sanitation in rooms. <https://lead.me/ALLSAFErooms>
- Non-essential guest amenities been removed. Key card and other items are cleaned and disinfected before they are turned over to guests.
- CHAT your service 24/7, available for assistance on Viber / Messenger / WhatsApp / SMS via +63 919 071 8340.
- Guest luggage and third-party deliveries are sanitized upon arrival. Deliveries limited at the doorstep.
- 24/7 ALLSAFE Officer in the hotel for health and safety compliance, as well medical assistance.
- Floor markings in elevators to indicate distance between guests.
- Minimal staff entry in your room. You can opt to either have daily servicing of your room or have fresh linens and towels sealed and delivered to your door.
- Cleaned rooms are off-limits for 24 hours before they are assigned for new arrivals. Deep cleaning and disinfection are implemented in compliance with ALLSAFE.
- In-room dining menu, amenities, newspapers and information, as well as music from Ibiza Beach Club, are accessible online through the QR codes displayed in your room.



## CONTACT-FREE TEAM JOURNEY

- Our team undergoes daily temperature check and health screening. We practice physical distancing all the time—in workstations, public spaces, and all Heart of the House areas.
- Enhanced cleaning and sanitation protocols across all Heart of House areas, with great focus on high touch points.

## FRONT OF THE HOUSE, POOL AND BEACH

- Signage and queue cords serve as gentle reminder to maintain safe physical distance. Hand sanitizers are available at convenient locations throughout the hotel.
- Increased and frequent sanitation of all public areas, washrooms and high touch surfaces.
- Our lifeguard and ALLSAFE officer will remind guests to maintain physical distance in the pool and beach.
- Our Spa del Mar, Fitness Center, and valet parking are temporarily unavailable.

## A NEW DINING JOURNEY

- Digital menus accessible via virtual concierge or printed exclusively for you. Contactless payment option is available and encouraged.
- Dining tables are reconfigured in compliance with guidelines on physical distance.
- Health Checklist can be filled up and submitted online via QR codes or SAFE Pass app for contact tracing. Advance table reservation is encouraged.