



Relax and stay with
*peace of
mind*


HOTEL MACTAN ISLAND
CEBU

No room for worry.

**We look forward to welcome you to
Mövenpick Hotel Mactan Island Cebu.**

As your home and host, we want to ensure you that we are doing more than necessary to safeguard your health and well-being. We are pleased to share with you the all-encompassing measures we have added to give you absolute confidence and comfort in staying in a highly sanitized and safe environment. Trust that you will still enjoy seamless and exceptional service, complemented by advanced solutions and preventive measures that give you 'peace of mind'.

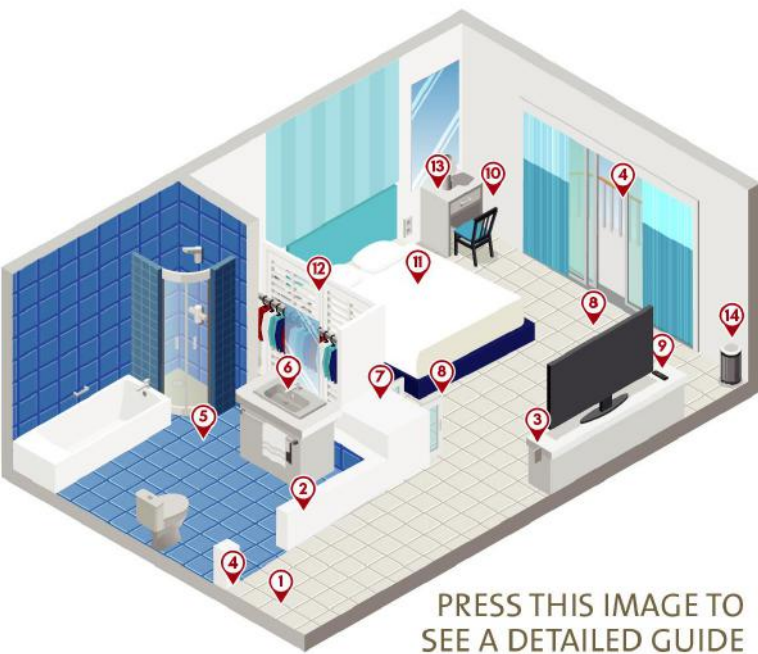


**UV-C light technology,
electrostatic sprayers and
safe non-toxic disinfectant
solutions.**

Used to sterilize and sanitize rooms, dining and function spaces, kitchens, public areas, staff work stations and guest amenities. High-touch surfaces are sanitized frequently.



- Service ratio increased to 1.2 to 1.4 staff per guest, surpassing global standard of .7 to .8
- Personal protective equipment, as well as masks and gloves, are provided to the staff
- On-site medical team and ALLSAFE officer to attend to health concerns



Mandatory testing for all hotel staff, prior to start of work shift.

Hotel staff are housed in a dedicated wing within the complex and provided vitamins and meals to ensure optimum well-being.

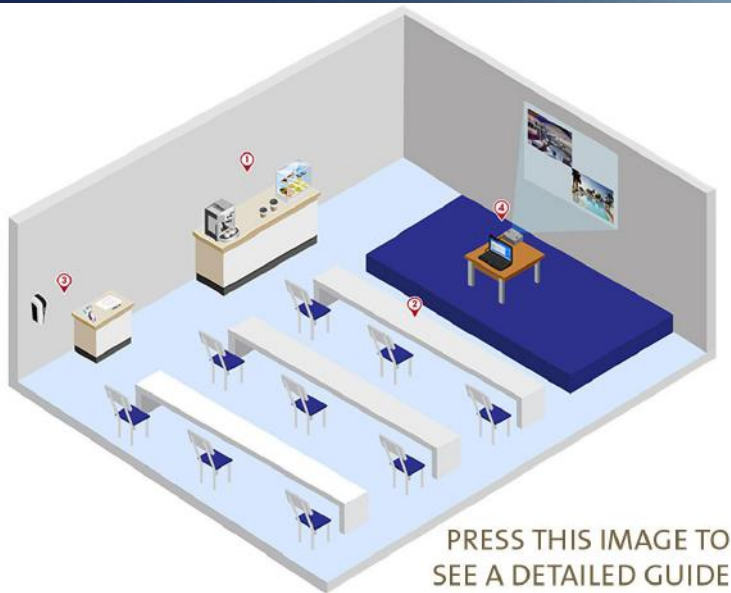
Health screening

- As prerequisite for check-in, guests are required to present a clearance from the accredited COVID-19 Gold Standard testing facility in the Cebu airport or within the city
- Guests and staff are required to pass the Health Checklist and undergo temperature screening



Modified dining service & MICE packages

- Menu items are for individual serving
- Chairs and tables are set apart, guests not seated beside each other nor directly facing one another
- Dining areas are limited to seating capacity allowed by local regulations



- Advance table reservation and seat assignment to ensure physical distance
- Flatware rolled in cloth, set on table when food is served
- Food is covered when served on the table
- Drink refills will come in a fresh glass or poured directly from covered pitcher
- Signature specials are offered for delivery and take away

Digital solutions & contactless processes

- Digital and smart tech solutions are utilized, from online registration and advance check-in to menu selection and distribution of hotel information
- Implementation of contactless transactions and service procedures
- Video conferencing facilities

Compliance with local & international protocols

- Awarded with Accor ALLSAFE Cleanliness & Prevention Label, which guarantees the implementation of the most stringent standards and operational protocols in hospitality
- Certified by the Department of Tourism and passed the inspection conducted by the Department of Health
- Mandatory wearing of masks for guests and staff
- Physical distancing in rooms, dining areas, public spaces, vehicles, elevators, and staff work stations
- Touchless sanitizers for everyone's use
- Clutter-free setup in all areas
- Room amenities are set up individually
- Implementation of all regulations set by the local government





Protecting the heart of the house

- Awareness and wellness campaigns among the staff
- Mandatory workplace protocols
- Implementation of stringent hygiene and health protocols
- Online trainings
- Supplier screening and orientation on the hotel's enhanced safety and preventive measures



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