



GENTING HOTEL

OUR GENTING GUARANTEE



Stringent cleanliness and safety measures to keep your stay safe

We're excited to give you a big warm welcome back to Genting Hotel. Our guests' happiness and safety has always been at the heart of what we do and now it is more important than ever.

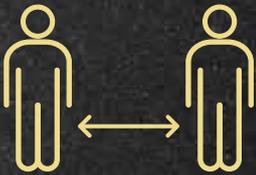
Our teams have been planning throughout lockdown to ensure that when we reopen you can feel safe and confident to return and enjoy the Genting Hotel experience. Below, we will run through some of the many changes that we have made around the hotel to help both our guests and teams stay safe.

It is our Genting guarantee to you that these safety and cleanliness procedures are carried out to the highest standard so that you can enjoy the same relaxing visit you remember with added peace of mind.



Keeping you informed

When you arrive in your room, you'll find a sealed envelope with your welcome information and a document that explains our safety and cleanliness commitments in detail. This will be updated as restrictions are lifted in future, so you can rest assured that you will always have our most up to date information.



Social distancing & public areas

Clear, easy to follow signs and floor markings are in place in all our public areas to help our guests keep a safe social distance and our team is well trained to guide you every step of the way. All public spaces are fitted with contactless hand sanitisers and our surfaces and key touchpoints are regularly disinfected.



Housekeeping & cleanliness

Our award-winning team have implemented industry leading safety and cleanliness procedures. For your peace of mind we are using the latest technologies and the best disinfectants. We have removed some non-essential items from the room for your safety, but all amenities will be available upon request – delivered in a safe way. We have also developed a **11 point deep clean routine for our rooms (outlined below)**, after which the room is signed off and sealed so that no one else enters until you do.



Check in / Check out

Everything in our hotel lobby is regularly disinfected, from surfaces to pens, key cards and trolleys, so you can feel safe from the beginning to the end of your stay your stay. Clear signs will show you where to wait for check in and how to move safely through the lobby. Our friendly team will also be there to help and guide you.



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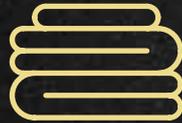


OUR 11 POINT DEEP CLEAN ROUTINE

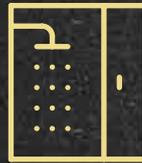
1. Once a guest has checked out, we wait 24 hours before entering wherever possible to reduce risk for our team and make sure it's safer for them to enter.



2. Linen is stripped and carefully handled according to our new procedures as we send it for laundering. Once clean, it is sealed in a bag for protection before use.



3. Bathrooms are deep cleaned, including all washing facilities, toilets, towel rails and door handles.



4. Our full furniture clean incorporates every piece of furniture in the room, from chairs and tables to headboards.



5. Fixtures and fittings are fully disinfected, including light and lamp switches, plug sockets, fridges, coffee stations and telephone equipment.



6. Televisions are not forgotten. We clean everything from the remote control to the TV buttons.



7. Door handles are disinfected.



8. Windows and curtains are cleaned.



9. Wardrobes and their full contents are cleansed including hangers, drawers, safes, irons, ironing boards and hair dryers.



10. A final management check must then be carried out to make sure that nothing has been missed before the room is signed off.



11. Rooms are sealed after sign-off, so that when you arrive in your room, you can be certain that no one else has entered since the cleaning took place.



Our goal has always been to provide awesome experiences and that goal remains the same. We hope that this information has reassured you that we're going above and beyond to keep you safe and secure so that you can simply relax and enjoy your experience and leave any worries to us.

We're excited to welcome you back very soon.