



CHIEN SEA
RESORT & SPA PHU QUOC

Covid-19 Safety Plan





FOR OUR GUEST



TRANSPORT



CHECK IN



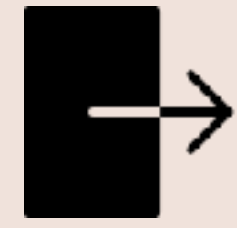
IN THE ROOM



FOOD & BEVERAGE



PUBLIC AREA



CHECK OUT

- > Alcohol-based Hand Sanitizer is available and ready for all arrival guest on boarding the transfer
- > Chen Sea's driver always wears facemask at all time prior to and during the entire transfer service time
- > Chen Sea's vehicle use either car or van is regularly disinfected prior to and after service hours
- > Each arrival transfer will be reserved for a limited number of passengers to maintain social distancing policy
- > Safety Measurement and Social Distancing Practices Booklet are available for guest's immediate information during the journey



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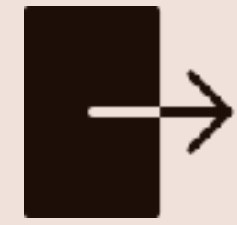
IN THE ROOM



FOOD & BEVERAGE



PUBLIC AREA



CHECK OUT

- > All arrival guests including kids receive immediate temperature check upon entering the premise prior to check-in procedure
- > Alcohol-based Hand Sanitizer is available at the lobby and reception area
- > Reception and all guest service attendants wear proper facemask
- > Immediate Social Distancing Practice and Discreet Contactless Procedure are observed and presence throughout the entire check-in process with limited number of guest service attendant
- > Guest Room Key is disinfected and wrapped in single use paper bag prior to delivering to guest under Social Distancing Practices
- > Chen Sea remains periodic cleaning and disinfection of all sensitive surface trace areas



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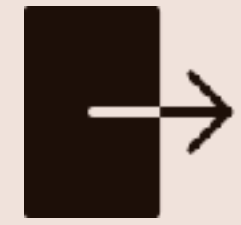
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FOOD & BEVERAGE



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CHECK OUT

- > Alternative guest room assignment with 24 hours interval to maintain strict Social Distancing Policy
- > Chen Sea use authorized and hygienic disinfectant for all guestroom's and bathroom's cleaning process
- > Housekeeping and maintenance team members are working meticulously and attentively during guest room's cleaning service hours
- > All guest room's cleaning service equipment is appropriately and periodically disinfected prior to each service hour
- > High-touch areas receive high frequency sanitizing cleaning
- > Guest Room Service as well as Food & Beverage delivery are available to observe Social Distancing Practice and discreetly serviced upon guest's request only



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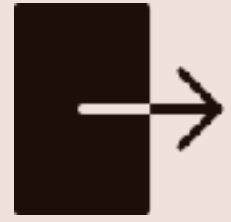
IN THE ROOM



FOOD & BEVERAGE



PUBLIC AREA



CHECK OUT

- > Raw food ingredients including fruit and vegetables are thoroughly washed and cleansed using food safe disinfected products that are compliant with HACCP concept
- > All Chen Sea's service kitchen team member complies to and implements discreet contactless working behavior
- > Alcohol-based Hand Sanitizer is available and ready for all guests prior to restaurant's premise and beach bar area
- > Tables and seating arrangements in restaurant and beach bar area are strictly organized to maintain standard and recognizable Social Distancing Policy, approximately maximum 4 persons only within service area of 10 square meters
- > Breakfast service hour is served based on a la carte basis to remain Social Distancing Policy
- > Occasionally where Buffet Breakfast is organized and available on a certain day, restaurant layout and food counters are re-organized to observe appropriate distance and allow ease of access for all guests
- > Restaurant service hours are extended and scheduled appropriately to avoid crowded situation
- > Restaurant service team members strictly complies to Social Distancing Practice and wears appropriate facemask



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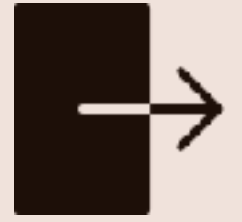
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FOOD & BEVERAGE



PUBLIC AREA



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- > Chen Sea continues to maintain High Touch areas High Frequency Sanitizing Cleaning Policy for all sensitive public areas including lounge, public restroom and all guest common service areas
- > Appropriate disinfectant products and detergents are used throughout the entire cleaning process for all public areas within resort's premises
- > Spa Wellness Facility as well as Open air Fitness Pavilion including its public entrance and area vicinity are scheduled and rotated with hours break to maintain Social Distancing Policy and allow interval cleaning service
- > Open-air public infinity edge swimming pool as well as pool service area and beachfront are regularly maintained with litters collection, surface area cleansing services and disinfection
- > Sport Activities as well as Restaurant and Beach Bar Service agents observed Social Distancing Practices and Discreet Guest Contactless Policy
- > Sport team members strictly complies with mandatory service cleaning process and frequent surface sanitization of all water sport facilities and pool sport equipment
- > Chen Sea is proud to fully offer expanse area of garden and nature with open air beachfront access where guests will be able to enjoy robust walk and only breath in fresh air



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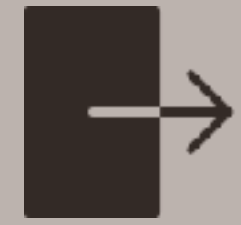
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FOOD & BEVERAGE



PUBLIC AREA



CHECK OUT

- > Chen Sea organizes a dedicated departure service area for all departure guests to avoid crowded situation
- > Guest is requested to return Guest room's key in a separated key box to maintain contactless policy
- > All departure guests are recommended to use online payment services upon departure
- > All scheduled guest transfer services are organized with limited seating arrangement and interval break for periodic cleaning services
- > Alcohol-based Hand Sanitizer is available and ready for all departure guest on boarding the transfer
- > Chen Sea's driver always wears facemask at all time prior to and during the entire transfer service time

Covid-19 Safety Plan



Team Member



- > Chen Sea continues to emerge and progressively adapt to an ever-changing situation to ensure all relevant team members from various departments receive appropriate training and periodic briefing related to Government approved Health and Hygiene Procedure including WHO recognized Travel and Safety Guideline for all guests
- > New Standard Operating Procedure related to the prevention of COVID-19 has been formulated specifically for each and various operating department within the property and is daily reviewed by management team
- > Team members in both front office as well as back of the house receive daily temperature check prior to the start of working hours and periodic temperature control throughout its shift
- > Alcohol-based Hand Sanitizers are placed throughout each departmental working area and strategic high touch points within the resort for all team members
- > Office space, locker room and common area for associate team members receive a new layout plan to allow ease of access and avoid over-crowded situation, potential high touch areas are under regular control to observe distancing policy
- > Sensitive and high touch areas are thoroughly identified and regularly received periodic cleaning with appropriate disinfectant
- > Personal Protective Equipment such as masks and gloves are available for all team members
- > Staff departmental uniform goes under high temperature washing with appropriate detergents and are assured to receive daily change
- > Chen Sea implements regular health and physical check-ups for all working team members
- > Emergency contact details including hospital and health authorities are available for immediate use