



ROYAL WING SUITES & SPA

ULTIMATE LUXURY
by Royal Cliff Hotels Group

Dear Valued Guest,

Greetings from Royal Wing Suites & Spa, Ultimate Luxury!

YOUR SAFETY FIRST

“We will always put the health, safety and well-being of our guests and staff at the forefront of everything we do.”

The health and safety of our clients and staff is our number one priority. We want to provide a hotel where essential services can be enjoyed with the appropriate safety precautions in place.

Rest assured that Royal Wing Suites & Spa is implementing strict safety measures to greatly minimize the risk of infectious disease such as COVID-19. We would greatly appreciate your cooperation in complying with our new safety measures that are in accordance with what has been advised by our healthcare officials, in line with the World Health Organization and Centers for Disease Control and Prevention directives.

Please check out our precautionary measures in full on our hotel website or contact our Front Desk for further details.

THE SUK SUMRAN LOUNGE

We kindly ask that you read and comply with our new safety measures when at the Suk Sumran Lounge:

1. **Only 5 people can be allowed inside the Suk Sumran Lounge** at any given time.
2. **Kindly wear a face mask** when you enter or walk around the lounge. We also recommend wearing a face shield.
3. We kindly ask all guests to **use the hand sanitizers** provided before entering the lounge. A sanitizer gel will be provided on our hostess counter in front of the lift.
4. Kindly **disinfect your hands** with the sanitizer gel or soap after using the restroom. A sanitizer gel will be provided in the restroom.
5. The seating arrangement in the lounge has been arranged in a way that social distancing will be observed. Please **do not rearrange the furniture around** by yourself.
6. Please **practice social distancing** as much as possible.

Thank you in advance for your cooperation.

With our best regards,

The Management
Royal Wing Suites & Spa



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THE POOL AT ROYAL WING SUITES & SPA

We kindly ask that you read and comply with the important new safety measures when using our swimming pools.

1. **Kindly wear a face mask** when you enter or walk around the pool area. We also recommend wearing a face shield.
2. **Only 10 people can be allowed inside the swimming pool** at any given time.
3. We kindly ask all guests to **use the hand sanitizers** before entering the pool area.
4. Kindly **disinfect your hands** with soap after using the restroom.
5. The pool beds and tables have been ideally placed in accordance with social distancing best practices. Please **do not rearrange the poolside furniture around** by yourself.
6. Please **practice social distancing** as much as possible.

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AT THE LOBBY OF ROYAL WING SUITES & SPA

We kindly ask that you read and comply with the important new safety measures when at the lobby of the Royal Wing Suites & Spa:

1. **Kindly wear a face mask** when you enter or walk around the lobby and the hotel. We also recommend wearing a face shield.
2. Guests must **undergo a temperature check** when entering the hotel lobby. Our staff can refuse entry to those whose temperatures are above 37.5 °C or if a guest is showing flu-like symptoms.
3. We kindly ask all guests to **use the hand sanitizers** when entering the hotel lobby. Sanitizer gel will be provided on our Reception counter.
4. Kindly **disinfect your hands** with soap after using the restroom.
5. The seating arrangements in the lobby have been arranged in a way that social distancing will be implemented. Please **do not rearrange the furniture around** by yourself.
6. Please **practice social distancing** as much as possible. As such, we invite our guests to use a different sofa sitting area than other guests while staying in the lobby.
7. **Please follow floor markings that are in place while queuing** at the Reception counter.
8. Handling cash and credit card increase the risk of spreading germs. We advise our guests to **minimize this risk by using contactless payment**.

Thank you in advance for your cooperation.

We wish you a wonderful stay at the Royal Wing!

With our best regards,

The Management
Royal Wing Suites & Spa



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DINING AT ROYAL WING SUITES & SPA

We kindly ask that you read and comply with our new important safety measures when at the **Caprice, La Ronde & Terrace@Caprice**:

1. From Wednesday, 1 July 2020 onwards, the **opening hours of the restaurants will be as follows**:

- **Terrace@Caprice from 7:00 am – 10:30 pm**
- **La Ronde, Pool Sensation from 11:00 am – 5:00 pm**
- **Caprice, A Taste of Riviera from 6:30 pm – 10:30 pm**

Our opening hours will be shortened for Caprice & Terrace@Caprice so our staff can sanitize the restaurant equipment and the facilities before closing.

2. As we have to limit the number of people in our outlets at any given time, our staff can refuse service to walk-in guests who have not made a booking prior to arrival. It is advisable for large groups to make an advance booking. Table reservations for 8-20 persons must be made 24 hours in advance.
3. Guests must **undergo a temperature check** before entering the restaurant. Our staff can refuse entry to those whose temperatures are above 37.5 °C or if a guest is showing flu-like symptoms.
4. **Kindly wear a face mask** when you enter or walk around the restaurants. We also recommend wearing a face shield.
5. As per government regulation, all guests entering the restaurant are required to register and **check-in on to the Thai-Chana platform**, if guests do not have a mobile phone then a registration form will be provided. Guests are required to check-out from the platform as well once they leave. Please ask any of our staff for assistance.
6. If the bar lounge and hostess area get too crowded, the restaurant staff has the right to ask you to wait outside the restaurant or in the lobby of the Royal Wing Suites & Spa.
7. We kindly ask all guests to **disinfect their hands with the hand sanitizers** provided before entering the restaurants. A hand sanitizer gel will be provided on our hostess counter.
8. Kindly **disinfect your hands** with soap after using the restroom.
9. Our staff will be wearing masks, face shields and gloves at all times. We will be practicing frequent hand washing and sanitizing measures.
10. All our **tables and chairs will be regularly sanitized**. Frequently used items such as credit card machines and menus will be disinfected after each use.
11. Salt and pepper shakers as well as other condiments will be brought to your table after you are seated, then removed and sanitized before the next party sits down. We kindly ask that you not open any of the lids and let us know if a refill is required.
12. All our tables and chairs are ideally placed in accordance with social distancing best practices. Please **do not rearrange the furniture** by yourself.
13. Bank transfers and contactless payment channels are available.
14. Please **practice social distancing** as much as possible.

Rest assured that our restaurants are implementing strict safety measures according to the instructions from the Ministry of Public Health as well as guidelines from the World Health Organization to greatly minimize the risk of Covid-19 infection including a vigorous and consistent cleaning schedule throughout the day and the sanitation of all tools.

Thank you in advance for your cooperation. Your safety and well-being are our number one priority and we will do our best to take care of you. Stay safe and Bon Appétit!

With our best regards,

The Management
Royal Wing Suites & Spa