

Dear guests,

We would like to inform and make you aware of the outbreak of the Coronavirus Disease (COVID-19) which has been recently discovered in the region. The World Health Organisation (WHO) declared it as a Public Health Emergency of International Concern (PHEIC).

To avoid any health issues, it is important to use a hand cleaning gel with alcohol as often as possible and to please read and follow the information below.

## SYMPTOMS



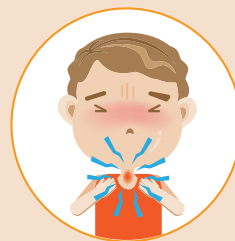
High body temperature  
(more than 37.5 degrees celsius)



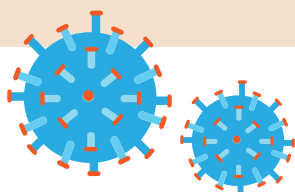
Headache



Cough



Sore throat



Human coronaviruses can sometimes cause lower-respiratory tract illnesses, such as pneumonia or bronchitis. This is more common in people with cardiopulmonary disease, people with weakened immune systems, infants, and older adults.

## PREVENTION



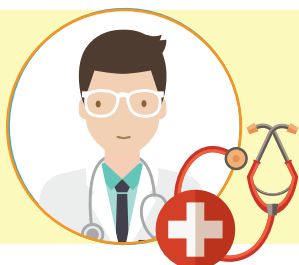
To help to prevent infection, we recommend the following:

- Wash hands more often
- Use sanitizing gel when provided
- Wear masks when ill or travelling out of the hotel grounds
- Follow all guidelines provided by the hotel

We ask for your assistance to prevent of the virus while at the hotel



- Use the sanitizing gel at the service area
- We require assessment forms and temperature checks if you have been traveling from the outbreak (high risk) countries, as designated by the Thai Government.
- Please share honest information to the staff and pay attention to cleaning all methods.



## DIAGNOSIS / WHAT TO DO

If any of the above symptoms appear, immediately inform the Front Desk. They will take appropriate action.

Katathani Collection is concerned about the hygiene, health and well-being of all our guests and staff from the Coronavirus (COVID-19). Therefore, we have implemented additional internal cleaning methods and pay particular attention to frequently touched surfaces.



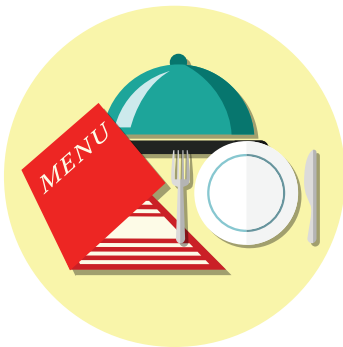
## LOBBY

- All hotel airport transportation and buggy services will be sufficiently cleaned and disinfected prior and after being used.
- When contacting the front desk, you will be offered to use the sanitizing gel and the area will be cleaned prior to being used.
- The hotel will kindly ask for your assistance in filing out our assessment form when arriving at the hotel or when arriving from the High Risk countries.
- For all guests who fall ill or suffer from any symptoms, the hotel will immediately provide a medical mask and will help escort you to visit our in-house clinic to ensure that you receive sufficient help, immediately.
- The hotel will reduce all meetings and functions of large groups of people, we will also not recommend all guests to travel or visit densely populated areas or large tourist attractions.



## PUBLIC AREA

- All public areas within the lobby will receive hourly thorough cleaning throughout the day with alcohol and disinfectants.
- We will increase and perform thorough checks of the hotel's water systems, including constant checkups of the chlorine levels, PH levels and water temperature.
- We will also increase the current cleaning programs for all air conditioning units and water taps.
- Public toilets and waiting rooms will be sanitized and disinfected before and after closing hours, and also provide hand sanitizing gel and toilet seat cleaners.
- We will also increase sanitizing measures for all areas with high human contact throughout operating hours
- All elevators and stair cases will be cleaned and sanitized.
- The resort and hotel clinic will share internal guest information to ensure we provide constant assistance throughout your stay.



## RESTAURANTS

- We will offer sanitizing gel for all guests dining at all food outlets.
- All outlets will be disinfected and cleaned thoroughly including but not limited to: tables, chairs, public coffee machines and utensils.
- For all guests traveling from High Risk areas, there will be a designated zone in order to provide additional services and reduce the spread of infection.
- Separate utensils will be used for room service and restaurant outlets, with additional cleaning measures implemented after being used.



## FACILITIES

- For the kid's club area, all kids will be required to check their temperature before entering.
- All facilities will be cleaned and disinfected prior and after operating hours, as well as increased cleaning measures during operating hours.
- After operating hours, all facilities will be sanitized via industrial medical equipment.
- All swimming pools will be checked thoroughly to ensure the chlorine levels are within safe numbers.



## ROOMS

- Our housekeeping department has enhanced the cleaning process in the room, which includes but not limited to: doorknobs, light switches, telephones, remote controls, safety deposit boxes and the toilet with antiseptics. Our housekeeping supervisors will repeat it again with alcohol spray to disinfect all surfaces.
- After all high risk or ill guests depart from the room, housekeeping will disinfect and sanitize the room. We will also place an o-zone machine to help filter the air within the room.



## EVENTS AND FUNCTIONS

- To help reduce the spread of infection, we will organize internal zonings for each event. We will also enforce all guests who enter the events to have their temperature taken and to enforce the usage of alcohol sanitizing gel.



## KITCHENS

- All utensils on the buffet line will be replaced every 20-30 min and cleaned thoroughly.
- We will increase the monitoring and measuring of all temperatures for high risk dishes.
- Increased cleaning measures will be used with all public equipment.
- The buffet line will be sanitized prior to setting up as well as after operating hours.
- Staff on the buffet line will be required to wear gloves to ensure hygiene and cleanliness levels are kept.



## OPERATIONS

- All staff will have trained on the current Covid-19 epidemic to ensure there are aware on how to take care of themselves as well as all guests within the resort.
- The hotel has enforced a travel ban for staff traveling to or from all High Risk countries.
- All staff will be monitored when arriving at the hotel, with temperature records being taken. If any staff is found to have any symptoms, they will required to seek medical assistance immediately and be placed in a 14-day quarantine from the hotel.

Please feel free to contact us with any concerns.

Thank you  
The Management