



STAY SAFE

Katathani Collection has worked very hard within the past few months creating a safe, welcoming and pleasurable environment. 100% of our team has truly worked hard to ensure the best and safest possible experience.

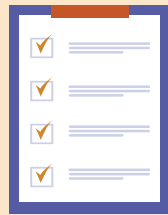
1 | SAFE PLACE

We have **redesigned the layouts** at all of our facilities and set guest capacity limits at every outlet. **Signage** has been placed to remind guests to follow safe practices. All of our resorts offer **ample public spaces**, which is perfect to keep safe distances but not too distant.



2 | SAFE PROCESS

We defined our **new norms and redesigned** all of our service processes. **New safety protocols and SOPs** have been introduced to ensure that key safety processes and critical points are followed.



Safety Protocol = Preparation, Screening, Registration, Service, e-Payments, Cleaning, Disinfecting

3 | SAFE STAY

We have introduced **touchless technology** for check-in and check-out as well as a private e-butler and digital menus to ensure minimal touching. **Ecolab chemicals, UVC and Ozone machines** will be used to disinfect the rooms and critical areas. Pools will be checked regularly to ensure **safe chlorine and pH levels**. Meals will be served in **individual portions** to ensure zero contamination.



4 | SAFE PEOPLE

We will offer **personal protection equipment** to the staff and guests. Our staff will be **screened daily** before work and during work hours as well as they will be requested to install a **tracing application** that protects personal data. For tracing purposes, a **QR scan** will be offered to our guests before and after using our outlets.



5 | SAFEGUARDS

Our **in-house clinic*** with an experienced nurse is available daily. We also offer a **COVID testing package** from Bangkok Hospital. Additionally, we work with **stalwart professional third parties** such as E-Cristal UK and Thailand Safety and Health Administration, to evaluate our practices to ensure the best and safest standards.



*In-house clinics are available at **The Sands Khao Lak** and **Katathani Phuket Beach Resort**.