Your Well-Being in Our Care

Our Health & Safety Commitment

As part of our ongoing efforts, we have heightened our cleanliness and safety protocols. These include:

1. **Room**
   - Increased frequency of sanitisation with a focus on touched areas, and observation of safe distancing.
   - Increased cleaning and disinfection of frequently touched areas such as gloves when deemed necessary by our medical experts.
   - Our colleagues will wear face masks and be equipped with other Personal Protection Equipment when necessary.

2. **Public Spaces**
   - Signage and queue ropes at all high-traffic areas serve to elevate our already rigorous hygiene and safety standards.
   - Digital menus and contactless payment options will be made available and encouraged.

3. **Recreation Facilities**
   - Partitions at check-in desks, thorough sanitation of premises, as well as regular cleaning and disinfection of frequently touched surfaces such as microphones and buttons and public bathrooms.
   - New cleaning and sanitation technology, i.e., ultraviolet light technology and electrostatic spraying.
   - Reinforcement of food safety standards, and practice of social distancing in family-style shared dishes.

4. **Start-ups & Meetings**
   - Hand sanitiser dispensers are touchless where possible, are available at reception and at other convenient locations in the hotel.

5. **Event Space**
   - Partitions at restaurant reservation and greeting desks will be made available and encouraged.
   - Tables and booths will be rearranged with tables spaced to ensure compliance with local social distancing guidelines.

6. **Our People**
   - Employees will wear face masks as long as they are in the workplace for a minimum of six hours before we commence work.
   - Hand sanitiser dispensers are touchless where possible, are available at reception and at other convenient locations in the hotel.
   - Gentle reminders to maintain a 1 to 1.5m safe distance between each dining party.
   - Tables and booths will be rearranged with 1 to 1.5m distance between each dining party.

7. **Your Well-being in Our Care**
   - Disinfectant floor mats will be placed at entrances and after each use. Front passenger seat will be kept vacant throughout the ride.
   - Shared snacks and food offerings are discontinued and replaced by single portions.
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8. **Event Space**
   - A dedicated ASC team has been trained in the new and enhanced safety and sanitation protocols.
   - Contact information for the ASC team will be available for new bookers and existing clients.

As a precaution, only four people will be allowed to take the lift at any one time.

We look forward to welcoming you back soon.

Here at Shangri-La, we have dedicated our last 50 years to caring for our guests and embracing them as one of our own. Our #ShangrilaCares promise has always been a way for us to demonstrate our commitment to our guest’s comfort and safety.

The well-being and safety of our guests and colleagues remains our top priority which is why we are putting additional tried-and-tested safeguards in place. We are supported by our long-time partner, Diversey – a leading global hygiene solutions provider who has a century of experience and expertise in this field.