SAFETY FEATURES OF THE HOTEL

WATER
Water supplied to the hotel is filtered, disinfected and treated before storage in regularly cleaned tanks. In addition, water from the tanks passes through a final stage of Ultra Violet disinfection treatment before distribution throughout the hotel. The distributed water complies with the World Health Organization standards for potable water. The hotel has at anytime a 1 day storage supply of potable water.

FOOD
The hotel maintains internationally recognized standards of food hygiene and sanitation. In 2001, the group introduced the Shangri-La Food Management Safety System (SFSMS) to ensure the highest level of standards in food sanitation across all hotels in the group. The industry-leading SFSMS is based upon principles of the system used in food manufacturing often referred to as Hazard Analysis and Critical Control Points (HACCP). All steps in the food operation are addressed from the supply chain and selection of ingredients through to the serving of the food to the customer. The hotel has a food hygienist on staff to ensure food safety hygiene standards are monitored and kept up to date, and hotels are audited yearly to verify implementation and compliance with SFSM policies.

FUEL & POWER
In the unlikely event of disruption to the electricity supply, the hotel’s emergency generator will automatically operate, to ensure that all fire & life safety and essential equipment will continue to operate.

ELECTRICITY
Electricity supply within the hotel is available 24 hours and supplied at 220 Volts 50 Hertz in the guestrooms.

SWIMMING POOL SAFETY
Fully trained lifeguards are on duty at all times during swimming pool opening hours.

GUEST SAFETY AND SECURITY
Shangri-La Hotels and Resorts would like to assure every guest of its commitment to their personal safety and security.