

Safety Features of the Hotel

WATER

The hotel's water is treated and processed by the Dubai Water and Electricity Authority in accordance with British Standard 8800. The water is then further treated by the hotel's international standard water treatment process before being supplied to all guestrooms and public areas. The hotel has enough water in its tanks for three days of operation and supplements it by storing bottled water.

FOOD

Shangri-La Hotels and Resorts develop the Shangri-La Food and Safety Management System (SFSMS) in 2001 to ensure quality control and a safe dining environment at all of its properties. The food safety management system, which covers supplier standards, the cooking process, staff training and regular audits, ensures the same stringent hygiene standards are being followed in each hotel the group owns and manages.

Based upon principles used in the food industry by the National Academy of Science (NAS), "Hazard Analysis and Critical Control Points", SFSMS involves analyzing the catering operation beginning with the origin of ingredients through to the serving of the food to customers. Our hygiene and sanitation manager ensures the system is consistently implemented throughout the hotel.

In addition, the hotel is certified with the Hazard Analysis Critical Control Point (HACCP), a global standard ensuring consistency in the way prepared food are served to customers.

FUEL AND POWER

The hotel has one 500KVA diesel powered generator for emergency lighting in the public areas, guestrooms and emergency systems back-up power. Sufficient diesel oil is stored for the hotel's diesel power generator to run for 24 hours.

FIRE AND LIFE SAFETY

The hotel is equipped with a comprehensive addressable fire protection system, which includes an argonite system, dry risers, smoke detectors, a sprinkler system and gas leak detection system. Fire drills are conducted with employees a minimum of three times each month and a full-scale fire evacuation drill is conducted together with the assistance and supervision of the Dubai Fire Department, twice a year.

SECURITY

The hotel has a team of fully trained security officers backed by surveillance equipment to further enhance its ability to provide a safe environment for all guests and staff.

LOCATION AND TRANSPORTATION

- The hotel is approximately 15 minutes away from the Dubai International Airport.
- The hotel leases a fleet of limousines and mini buses that is available 24 hours a day.

GUEST SAFETY AND SECURITY

Shangri-La Hotels and Resorts always ensure all guests of our commitment to their personal safety and security.

