

Safety Features of the Hotel

WATER

The water in all guest rooms of the Shangri-La Golden Flower Hotel, Xian is government supplied, potable and stored within the hotel. There are monthly water checks and the storage capacity is for at least two days during full house and normal consumption.

The swimming pool and jacuzzi's water quality is checked several times daily.

FOOD

Shangri-La Golden Flower Hotel, Xian, like all other Shangri-La hotels, has implemented a unique Food Safety Management System (SFSMS). This system, which sets new and very strict standards in food hygiene, is a trendsetter for hotels around the world. A qualified hygienist supervises it. Furthermore, the hotel's kitchens and bars are inspected twice yearly on an announced basis and once yearly on an unannounced basis by contracted outside inspectors.

FUEL AND POWER

The emergency generator can provide standby power for up to two weeks. This provides power for emergency systems and lighting. Cooking gas is sufficient to meet cooking needs for two to three days.

FIRE/LIFE SAFETY

A dedicated Life Safety Officer is employed by the hotel to ensure that Shangri-La Hotels and Resorts' comprehensive guidelines are implemented and strictly followed.

Most guest contact associates are trained in first aid and are Red Cross certified. Refresher courses are held on a regular basis. Furthermore, a major hospital is located only about 200 metres away from the hotel.

Each guest room as well as all the Public Areas of the hotel feature smoke detectors as well as a sprinkler system, which is continuously monitored in the engineering department of the hotel. Fire fighting classes are held throughout the year and consist of classroom as well as practical training. A fire station is located about 100 metres from the hotel. The building is ten storeys high and consists of two wings, and in case of emergency can be totally segregated into two units.

A comprehensive CCTV system covers all areas of the hotel, and is constantly monitored by our security staff. This further enhances our ability to provide a safe environment for all guests and staff.

SECURITY

Shangri-La Golden Flower Hotel, Xian has fully trained security guards on duty, patrolling the hotel premises on a 24-hour basis.

In addition, the hotel has an excellent relationship with the PSB(Public Security Bureau) which can be contacted any time of the day or night via a direct telephone line. The PSB provides the hotel with important and reliable intelligence information to help us better protect our guests and staff. PSB also inspects the hotel monthly and a yearly comprehensive inspection is conducted in regards to safety and security and ensures that standards are complied with at all times.

GUEST SAFETY AND SECURITY

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



Shangri-La Golden Flower

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