

## 'Breathe Free' Policy

### Exclusive Health & Safety Guidelines & Preventative Protocols

#### For the Coronavirus (COVID-19) Outbreak

Aarunya Nature Resort, the standard for genuine Sri Lankan hospitality and service has always extended a true precedence to the safety and contentment of our valued guests and team members. Our wide range of services, offered with an unparalleled quality of standards, assure that holidaymakers enjoy an authentic Sri Lankan experience in a luxury boutique-hotel setting.

In these challenging times, we are focusing on the total safety of our guests and team through a comprehensive COVID-19 prevention protocol. Addressed below are the key elements of our program, dedicated in safeguarding each and every individual.

We are proud to launch as part of the 'Breathe Free' Policy, our exclusive Health & Safety Guidelines & Preventative Protocols for the Coronavirus (COVID-19) Outbreak.

This has been launched in line with Sri Lanka Tourism Development Authority, Ministry of Health and the World Health Organization's guidelines. The manual covers every aspect of the hotels operations; guest and staff contact areas, equipment, safety measures and emergency protocols in place. This is in addition to the continuous staff training that is being carried out. The document is available as a template for all industry partners both locally and internationally and will be updated constantly to reflect all new information and measures as received. Aarunya has taken every step necessary to ensure the highest level of hygiene and safety is maintained while we look forward to welcoming guests back to Sri Lanka and our beautiful resort.



## 01. Awareness, The Very Basis Of Prevention

The primary objective of the management is to ensure education and knowledge pertaining to the current COVID-19 pandemic is passed on and understood by the entire team.

- Reserving a dedicated day for the briefing program, management had great success in instilling the necessary knowledge and preparedness within each employee.
- COVID-19 preventive measures and safety instructions issued by Sri Lanka Ministry of Health, along with the Sri Lanka Tourism Bureau, as well as the WHO guidelines for business operations were introduced to the staff, ensuring that they follow the advised regulations at all times.

### Covid-19 Preventative Measures Management Team

Specific roles and duties relevant to the prevention protocol were explained and will be overseeing the entire operational protocol.

- Dr Lal Rankothge (PhD) - Managing Director
- Dr Mallika Rankothge (PhD) - Director
- Mr Alec Van Cuylenburg (General Manager),
- Dr. Lakshmi Weerasinghe (Head of Aarunya Wellness) and
- All HODs.

- All employees of the resort are trained about the Covid-19 preventative measures appropriately according to the task assigned to them.
- A brief, awareness program about Coronavirus (COVID-19) and safety measures undertaken at the property has been arranged for all future guests.

## 02. Operational Procedure - From A Welcoming Check-In To A Safe Check-Out

From the very moment an individual arrives at the resort, up to the time of their departure, a thoroughly supervised procedure is carried out to ensure safety. This crucial set-up prevents hotel occupants from being exposed to any potential risk from outside.

### 2.1 Main Entrance

The security officer in charge is equipped with an infrared, non-contact thermometer. Every individual who wishes to enter the hotel premises must undergo a mandatory body temperature reading. An active reservation is required for entry and guests prior stay locations will be obtained. A paddle operated hand wash station is installed adjacent to the entrance.



BODY TEMPERATURE  
CHECK IS REQUIRED

## Established Procedure

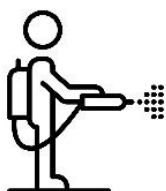
Task	Performed by	When	Why
Checking the body temperature	Security Officer at the gate	When guest/visitors entering the resort	To screen suspected COVID virus carriers
Washing hands with provided soap	All visitors	Before leaving the car park or boarding the golf cart	To wash out any virus contamination

## Gate Checklist: To be completed by the Security Guard

Date			
Time			
Vehicle Plate No.			
No. of Guests			
	Yes	No	Comments
Temperature checked			
Hand washed			

## 2.2 Car Park

Incoming guest vehicles which are expected to occupy a parking space in the hotel premises for an extended time period will be subjected to an overall exterior disinfection process via chemical fumigation.



### Established Procedure

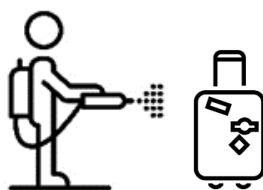
Task	Performed by	When	Why
Disinfecting the vehicle	Assigned staff member	At the car park	To minimize the spread of COVID virus

Car Park Checklist: To be completed by the assigned staff member

Date :			
Time :			
Vehicle Plate No.			
	Yes	No	Comments
Were the vehicles disinfected?			

### 2.3 Luggage Handling at the Car Park

Guests' luggage is handled by the hotel employees equipped with disinfectant sprayers. They are given the instruction to move the baggage to designated rooms after a careful, and precise decontamination process.



### Established Procedure

Task	Performed by	When	Why
Luggage disinfection	Assigned staff employee	During the transfer of luggage to designated rooms	To eliminate a risk of external contamination

Luggage Handling Checklist: To be completed by the assigned employee

Date :			
Time :			
Guest's name			
	Yes	No	Comments
Were the luggage disinfected?			

2.4 Buggy (Golf Cart) Escort/Transfer

After the primary sanitization, guests are transferred to the resort's central bungalow in a buggy car. The buggy interior undergoes a chemical cleansing after each ride.



Established Procedure

Task	Performed by	When	Why
Surface sanitization of the buggy car	02 assigned employees	After the guests are escorted into resort's central bungalow	To ensure the further safety of arriving guests.

Surface Sanitization of the Buggy Car (Golf Cart) Checklist: To be completed by assigned employees

Date :			
Time :			
	Yes	No	Comments
Buggy car disinfected after the escort			

## 2.5 Main Lobby and Check-in Desk

Hand sanitizer dispensers, non-contact hand wash station is installed in the lobby entrance for the convenience of guests. Receptionists are provided with extra PPE (personal protective equipment) to offer the guests upon request. Lobby chairs, couches and other seating furniture are arranged with maintaining a safe distance between them.

All guests will be presented with a personal hygiene and safety pack that includes, face mask, hand sanitizer and medicated wet wipes.



### Established Procedure

Tasks	Performed by	When	Why
Ensuring the seating furniture is arranged with an adequate distant between them	Housekeeping staff member	During the entire time period when lobby is occupied with guests.	To maintain the required physical safe-distance between guests.
Providing the supplementary personal hygiene and safety pack	Front desk employee/ receptionist	Upon the check-in procedure.	To assist the guests in protecting themselves
Providing a brief to guests about hotel's Covid19 preventative measures and procedures; and handing over a information sheet	Front desk employee/ receptionist	Just before transferring to the rooms	To assist the guests in protecting themselves

### Main Lobby Checklist: To be completed by receptionist

Date :			
Time :			
	Yes	No	Comments

Checking the seating arrangements			
Providing safety packs			
Providing a verbal brief to guests about hotel's Covid19 preventative measures and procedures and handover the "Initial Guest Screening Checklist"			
Handing over a Covid19 preventative information sheet to the guest			

## 2.6 Guest Villas

- All staff must wear face mask & recommended PPE while cleaning up the interior and exterior of villas/public buildings and when delivering ordered items by the guests
- Footwear of the staff must be disinfected with 70% alcohol spray before entering the room

Special attention will be paid to maintain the sanitized condition of all guest villas. Each villa, along with its' furnishing is thoroughly cleansed and disinfected with sanitization spray prior to the guest arrival. A safety sticker is pasted on the villa entrance door, ensuring that it remains sealed up until the occupant arrival. The procedure is repeated after their departure.



### Established Procedure

Task	Performed by	When	Why
Sanitizing the villa interior with approved sanitization products	Assigned housekeeping employee	Prior to the guests' arrival to villa	Ensure the guest safety within villa
Pasting the safety sticker	Assigned housekeeping employee	Prior to the guests' arrival to villa	To prevent from anyone entering the sanitized space

Used amenities disposal in dedicated waste bags.	Housekeeping staff	After guest check out	To ensure no cross contamination.
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Villa Checklist: To be completed by housekeeping attendant

Date :			
Time :			
	Yes	No	Comments
Disinfecting and fumigating the villa interior			
Safety sticker pasted on the door			

### 2.6.1 Precautions to be followed when serving food to in-room dining guests

- Staff must wear mandatory PPE when delivering room service items.
- A sticker must be placed on the cleaned and sterilized items
- Staff should not enter the room and delivery must be made at the entrance door.
- Guests are advised to leave the items for clearance outside the door.
- Food and beverages must be fully covered during delivery to the room.
- Cutlery, crockery and serviettes must be delivered in sealed disposable paper bags.
- All used cutlery, crockery and remaining food must be taken back in closed containers.
- All delivery trays are washed with industrial detergent after every use.
- Food must be scrapped and all items prewashed separately and hand washed separately with soap and water before being processed in the automatic washers.

### 2.7 Restaurant and Dining Area

As far as possible, room service will be implemented/encouraged. We encourage guests to dine in the room to reduce chances of cross contamination.

- Major changes are made in accordance to the contact prevention guidelines. Dining tables and seating arrangements are modified, establishing an ideal distance of 1.5 meters between each. Food and Beverage team members wearing appropriate personal protective equipment are specifically instructed to keep an appropriate distance between themselves and the guests. A double-sanitization procedure is introduced in treating all the tables, chairs, cutlery, crockery and utensils, and reusable table mats/cloths after each use to maximize hygiene at all times.





### Established Procedure

Task	Performed by	When	Why
Arranging and positioning dining tables with appropriate distances between each	Restaurant employees	Each morning, prior to the breakfast.	To maintain a safe distance between restaurant occupants while dining
Executing a double-sanitization procedure on all the tables, chairs, cutlery, crockery and utensils, salt & pepper shakers, reusable table mats/cloths	Kitchen steward and Restaurant employee	Before each serving of food or beverage to the guests	To maximize the hygiene and eliminate any risk of surface contact contamination
Guests will be seated pre allocated tables – guests details will be recorded	Restaurant employees	Before each serving of food or beverage to the guests	To identify movements of suspected cases easily.

Restaurant Checklist: To be completed by food and beverage manager/ supervisor

Date:			
Time:			
Arranging and positioning dining tables	Yes	No	Comments
Double sanitization of utensils			
Dining table disinfecting after each use?			
Did you record details of guests seated based on table numbers?			

## 2.8 Check-out and Departure

After the standard check-out routine, departing guests and their luggage are subjected to a final sanitization. Concluding a successful, safety-oriented procedure, Information regarding their next destination is obtained.



### Established Procedure

Task	Performed by	When	Why
Performing a final sanitization on guest luggage	Housekeeping attendants	Prior to the departure	To ensure the safety of guests till they reach their next destination
Collecting information regarding the next destination of guests	Receptionist	During the check-out procedure	To provide the authorities with accurate travel history detail of guests in case of an emergency

Check-Out Checklist: To be completed by receptionist and housekeeping department

Date :			
Time :			
	Yes	No	Comments
Gest luggage: Final sanitization			
Collection information on next travel destination			

### 3.1 Service Areas/Public Areas

Service area/section	Deployed additional safety measures	Responsibility
Kitchen	<ul style="list-style-type: none"> <li>• A thorough Double sanitization procedure is introduced in treating all kitchen utensils.</li> <li>• Entire kitchen staff is instructed to wear PPE and protective gear while working with food and beverages.</li> <li>• Enhanced food safety and handling processes.</li> <li>• Enhanced Kitchen/items sanitization processes prior to opening the kitchen (All staff are advised to implement strict disinfecting before opening and end of the day)</li> <li>• Strictly follow established procedures on hot/cold food production &amp; storage</li> </ul> <p>Adequate hand sanitizer facilities must be provided in the kitchen area</p> <p>A Notice should be displayed in the kitchen strictly not allowing other staff in kitchen area</p>	HOD-Kitchen
Stewarding work Area	<ul style="list-style-type: none"> <li>• Stewarding / Still Room area is clearly isolated and demarcated. Only one dedicated F&amp;B or Kitchen staff member is permitted to work there per shift. Other staff are not permitted to enter the area. No entering notice is displayed.</li> <li>• Disinfect the work area including floors, walls, work surfaces and racks before commencement of work.</li> <li>• Staff shall wear face mask, apron and cap and use disposable gloves when handling clean cutlery, crockery and glassware.</li> <li>• Footwear must be sanitized before entering the stewarding area.</li> <li>• Hand sanitizing must be carried out before commencing work.</li> <li>• Use clean dry cloth for wiping small utensils and accessories. Wipe Cutlery, Crockery and Glassware only when necessary.</li> <li>• At the end of the day's work disinfect the work area including floors, walls, work surfaces and racks before closing up.</li> <li>• All employees working in this area must wear appropriate PPE, uniforms for the job.</li> </ul>	HOD-Kitchen F&B – F&B

	A facility is provided to sanitize hands before commencement of work at stewarding area.	
Food Stores (Receiving goods and storage)	<ul style="list-style-type: none"> <li>• All fresh produce to be washed and stored in the dedicated area</li> <li>• Dry goods and packaging to be sanitized using natural media.</li> <li>• Vendors and partners to follow strict protocols when transport and during delivery.</li> <li>• Cover and deliver washed/cleaned items to stores/kitchen in cleaned baskets/containers.</li> <li>• Washing, clean and disinfect the receiving area after each delivery</li> </ul>	Goods Receiving Officer and HOD-Kitchen
Laundry	<ul style="list-style-type: none"> <li>• All guidelines to be followed and checked with our external outsourcing partners.</li> <li>• Note: Laundry is outsourced only to recognized/ Covid-19 certified places.</li> <li>• Laundry will be sealed during transport and delivery.</li> <li>• All baskets, surfaces must be cleaned and sanitized after each use.</li> <li>• Soiled linen/items must be separated to control cross contamination</li> <li>• Cleaned/unused linen must be separated and stored in safe manner in dedicated cupboards</li> <li>• Laundry staff must wear appropriate PPE at all times and sanitize hands after handling soiled items/linen.</li> </ul>	HOD-House Keeping
Lobby and public areas	<ul style="list-style-type: none"> <li>• Three additional cleaning and maintenance runs per day are exercised in the lobby and all public areas of the resort.</li> <li>• Constant monitoring of installed handwash stations and sanitizers (of their functionality) is conducted</li> <li>• Instructions and infographics related to COVID-19 prevention are displayed in the public areas for the guests to follow.</li> </ul>	Supervisor Front Office
Spa	<ul style="list-style-type: none"> <li>• Spa employees are requested to wear PPE at all times.</li> <li>• Guests are instructed to use the installed hand-wash station and hand sanitizer upon the entry. A maximum of two clients will be allowed to use the facility.</li> <li>• Check and record temperature of all staff and clients at the entry.</li> <li>• Spa beds and furniture are subjected to through disinfection procedure after each session of therapy.</li> <li>• Details of clients and therapists attended must be recorded at the Spa</li> </ul> <p>Only In-house guests are allowed to used the Spa.</p>	Spa Consultant/HOD-House Keeping

Gym	<ul style="list-style-type: none"> <li>• Handwash/sanitizing procedure is made mandatory before entering the gym area.</li> <li>• All training equipment and floors are regularly subjected to disinfecting and a cleaning.</li> <li>• Display common notices on Covid Prevention measures.</li> </ul>	HOD-House Keeping
Swimming pool	<ul style="list-style-type: none"> <li>• Maximum number of occupants which are allowed to use the swimming pool at a time is limited to 02.</li> <li>• Any individual with an observed sign of cold, cough or any physical malaise is prevented from using the swimming pool at all.</li> <li>• Pool water is regularly treated with disinfectants/chemicals.</li> <li>• All pool users must (1) use the hand sanitizer and (2) have a shower before entering the pool.</li> <li>• The changing room must be disinfected at least 3 times a day (AM, mid-day &amp; PM)</li> <li>• A record of pool users must be maintained.</li> <li>• Only in-house guests are allowed to use the pool.</li> </ul> <p>The pool maintenance officer must follow all Covid prevention procedures at all times.</p>	Front Office Supervisor and Pool Maintenance Officer
Airport pick-up and drop-off	<ul style="list-style-type: none"> <li>• Resort vehicles dispatched for airport transport are subjected to interior and exterior chemical disinfection.</li> <li>• Drivers and crew are instructed to wear masks and follow the safety regulations at all times.</li> <li>• Hand sanitizers, alcohol wipes and extra PPE units are placed within each vehicle for the use of arriving/departing guests.</li> </ul>	Front Office Supervisor
Transfer, tours and excursions	<ul style="list-style-type: none"> <li>• All the guests participating in transfers, tours and excursions are provided with PPE sanitizing products.</li> <li>• It is made mandatory for tour guides, vehicle crew and luggage handlers to wear PPE and follow the required safety regulations.</li> <li>• The priority must be given to safeguard guests from any potential outside risk when travelling.</li> </ul>	Front Office Supervisor
Waste Management	<ul style="list-style-type: none"> <li>• Separation of waste will continue as per usual protocols with dry waste management disposal and wet waste management including composting.</li> <li>• Color coded, foot operated trash bins provided in operating conditions to correctly dispose different waste material</li> <li>• Kitchen and F&amp;B employees are provided with guidelines on waste disposal procedures.</li> </ul>	Kitchen HOD and Garden Maintenance Supervisor
Jacuzzis and plunge pools cleaning	<ul style="list-style-type: none"> <li>• Jacuzzis and plunge pools will be cleaned after each use.</li> <li>• Pool water is regularly treated with disinfectants.</li> </ul>	HOD-House Keeping and Pool Maintenance

		Officer
Staff Dining Area	<ul style="list-style-type: none"> <li>• A maximum of 2-3 staff members at a time is allowed for dining.</li> <li>• Dining area must be disinfected at least twice a day (morning and evening)</li> </ul>	HOD-House Keeping and HOD-Kitchen
Common Wash-Room Facilities	<ul style="list-style-type: none"> <li>• Handwash procedure is made mandatory before entering the common wash rooms</li> <li>• Hand sanitizing facilities are provided in common washrooms</li> <li>• Subjected to disinfecting at least 3 times a day (AM, Mid Day &amp; PM)</li> </ul>	HOD-House Keeping

Additional Safety & Hygienic Measures as Followed by Relevant Sections / Departments

3.2 Employee Safety Measures

Aarunya Nature Resort prides itself on having one of the most skillful and experienced teams in the industry, dedicated to offer their very best in the terms of hospitality. Marching an extra mile forward during these critical times, our staff is now stronger, better coordinated and more focused on a safety oriented service than ever before. Listed below are few important changes we have effect within.

- Wearing required PPE (personal protective equipment) at all times.
- Maintaining a safe distance between the staff members, guests and any other individual we happen to contact with.
- Sanitization of public areas including the corridors, lobby area, gym and spa, staff washrooms/lockers is considered vital. Employees are assigned for the task, around the clock.
- As far as practical, staff should avoid sharing mobile phones, pens, foods, cigarettes, personal grooming items.
- Regular use of handwashing stations and sanitizers reserved for employees to maintain a constant hygiene.
- Staying alert of the surroundings, paying special attention towards the safety of guests and ensuring the prevention protocols are performed at all times.
- Each and every member of the staff is checked for their body temperatures on a twice a day basis.
- The maximum occupants allowed per a room in the employee sleeping quarters is reduced to 02.
- Employees are instructed to inform their superiors immediately regarding any matter of concern or safety.

#### 4.1 Course of Action – Suspected COVID-19 Infection.

- Any member with high temperature will be isolated immediately and report to medical experts immediately.
- Particular individual must immediately be escorted to the designated quarantine room (registered guest villa/designated employee room) while carrying out all the necessary precautions to prevent contact.
- Any employee who discovers a potential patient is instructed to directly inform his/her superior. The knowledge of such an emergency is devised to reach the chief position of administration through an established pathway:
- 



- The General Manager assumes responsibility in informing the developing situation to relevant authorities i.e. Local Health Authority, PHI and other advised persons of interest. Every possible detail regarding the suspected individual will be produced to the Government Healthcare Officials.
- The entire staff must take part in a 14-day quarantine procedure within the hotel premises. This would also apply to all guests currently stay at the hotel.
- Maintain an Incident Register at the property.
- If required, staff will be subject to PCR tests.

On-call Doctor: Dr. Shamil Akbar (Care Hospital) - Tel: 077-2272046

Our determination and attention towards enhanced safety and precautionary measures are now stronger than ever. We wish to pass our heartfelt regards to those affected by the current situation surrounding COVID-19. In times like these we believe that the importance and value of the core tenets of nature, good health, and well-being are reinforced.

Our founding vision and principles are informed by these core tenets. As such we will fearlessly continue to develop and be guided by these as part of our core mission, contribution, and offering to our valued guests, staff, and society.



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