



FAR
MORE
ASSURED



All our hotels in Singapore have been certified with the SG Clean quality mark by Singapore's National Environment Agency.



This certification reflects the stringent sanitisation and hygiene measures that we have taken and our commitment towards creating a cleaner and safer environment for all our guests and staff members.



Hygiene ambassadors at each hotel ensure implementation of safety measures and that employees are trained with the latest processes and procedures to enhance guest safety and comfort.

At Far East Hospitality, we are committed to the highest standards in these areas:



Arrival



**Check-in and
Check-out**



Public Areas



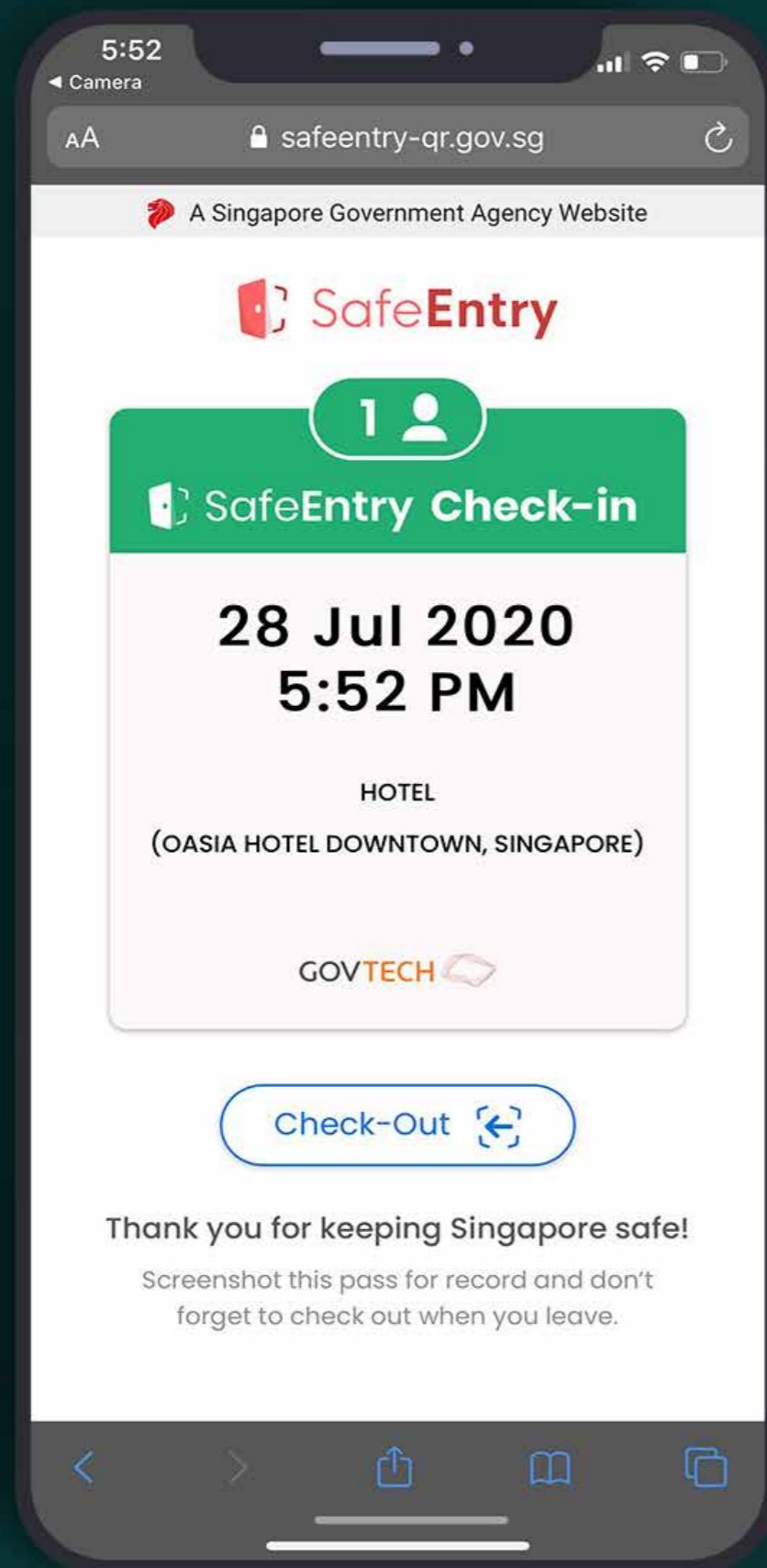
Guest Rooms



Function Rooms



Food and Beverage



ARRIVAL

- ↳ **SafeEntry** (a national digital check-in system) to log the entries and exits of guests, vendors and staff members
- ↳ **Temperature-taking** via thermal scanners at entrances or standard temperature screening thermometers



CHECK-IN AND CHECK-OUT

- └ **Floor markings** are placed to ensure safe distancing
- └ **Reconfigured check-in and check-out processes** to minimise duration spend at the reception counter and exposure
- └ **Staggered check-in and check-out timings** to avoid overcrowding at the hotel lobby
- └ **Use of technology** to enhance guest experience and safety such as cashless payment and QR code ordering systems
- └ **Reception counters are cleaned and sanitised frequently** using premium grade cleaning agents
- └ **Room key cards and pens are sanitised** after each use
- └ **Hand sanitiser is available** at check-in counter
- └ **Face masks are available** upon request
- └ **Staff will wear face masks** and adopt appropriate hygiene protocols



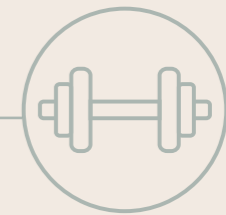
PUBLIC AREAS



LIFTS



PUBLIC RESTROOMS



GYM

- └ **Increased frequency of cleaning and sanitisation** using premium grade cleaning agents on lift buttons, exterior and interior of the lifts
- └ **Floor markings** are placed to ensure safe distancing
- └ **Increased frequency of cleaning and sanitisation** of all areas in the restrooms using premium grade cleaning agents



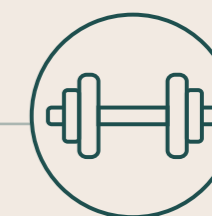
PUBLIC AREAS



LIFTS



PUBLIC
RESTROOMS



GYM

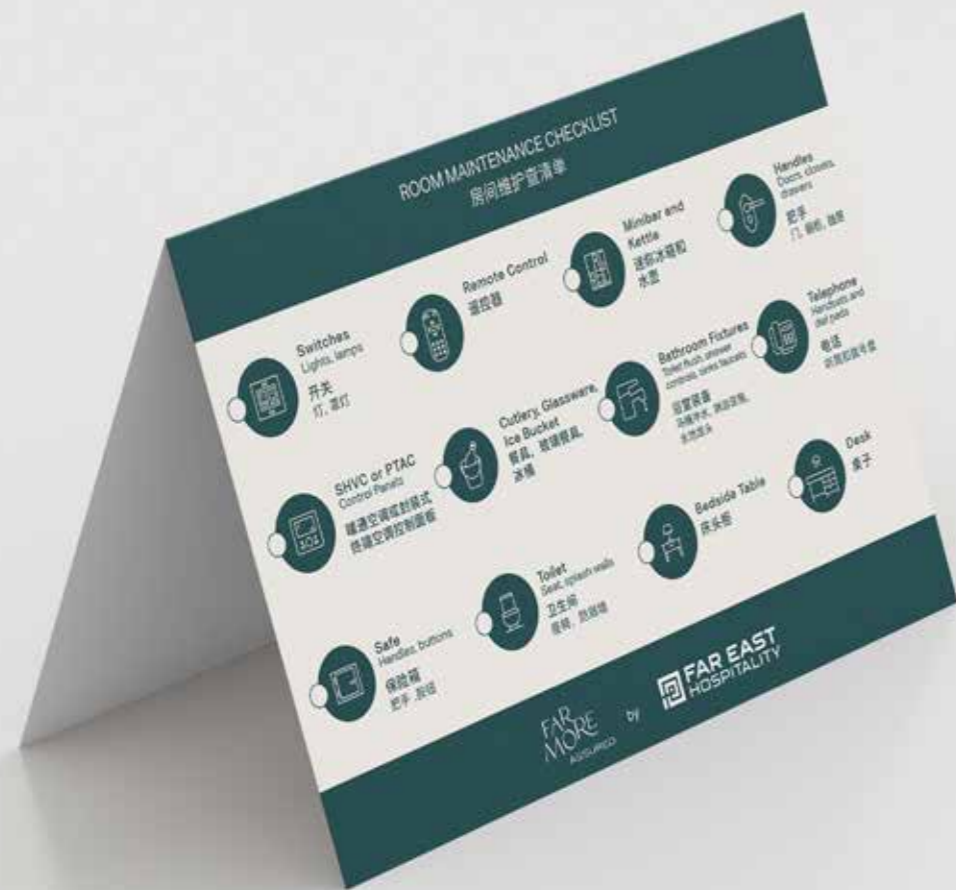
- ↳ **Capacity cap** is imposed to limit the number of persons to ensure sufficient space for safe distancing
- ↳ **Selected in-room exercise equipment is available** upon request at selected hotels
- ↳ **Increased frequency of cleaning and sanitisation** of gym equipment using premium grade cleaning agents
- ↳ **Antibacterial wipes or hand sanitiser** are provided



GUEST ROOMS



- Each cleaned room is checked and signed off by the **Housekeeper** using a checklist card placed in room for guest's information when they check in
- Premium grade cleaning agents are used** to clean guest rooms especially high-touch items such as door handles, light switches, air-conditioning control units and TV remote controls
- Unnecessary high touchpoint items** such as cushions, magazines and mini bars are removed from room
- All hard surfaces are sprayed with a disinfectant**





GUEST ROOMS

- ↳ **Restrooms are thoroughly disinfected** after every guest stay and marked with the 'Far More Assured' quality assurance label
- ↳ **Single-use amenities** are provided in every room
- ↳ **Personal protective gear are worn by our room attendants** while cleaning the room
- ↳ **Option to reduce daily housekeeping services** and contactless ways to exchange linen
- ↳ **Linen is laundered at a high temperature** of 70 degrees Celsius to eliminate viral and bacterial pathogens and prevent cross-contamination



FUNCTION ROOMS

- ↳ **Meeting spaces and equipment are disinfected and sanitised after each event**
- ↳ **Increased frequency of air filter replacement and Air Handling Unit (AHU) cleaning** at meeting rooms and ballrooms
- ↳ **Primary elevator lobbies are staffed during peak hours** to provide assistance and additional sanitisation
- ↳ **Hand sanitiser, disinfecting wipes, gloves and surgical masks are available** upon request
- ↳ **Meeting rooms comply to safe distancing guidelines and are equipped with teleconferencing capabilities**
- ↳ **Seats are set up one metre apart** in theatre style and capacities for banquet tables reduced to follow safe distancing measures
- ↳ **Safe distancing reminders and information on venue cleanliness** are displayed on digital signages across MICE venues where possible



FOOD AND BEVERAGE



- ↳ **Breakfast is served in bento boxes or a la carte plating**
- ↳ **In-room dining** is available, and served with full tray covers
- ↳ **Personal protective gear is worn by our delivery staff**
- ↳ **Food trays are cleaned and sanitised** thoroughly after each use
- ↳ **Orders for in-room dining or takeaways** are offered at dining outlets
- ↳ **Physical distancing** is enforced for dine-in at restaurants
- ↳ **Use of individually-wrapped items** such as salt and pepper sachets to reduce contamination
- ↳ **Use of juice dispensers to minimise contact** on beverage containers

For the latest update on the evolving COVID-19 situation,
please visit www.StayFarEast.com/Far-More-Assured

