Stay Safe – Stay Well @ Reethi Beach Resort!

For more than 20 years since the opening of this iconic property, our loyal guests have entrusted us with their care and safety. As we navigate through these unprecedented times, we remain deeply committed to the wellbeing of our guests and hosts alike.

Today, this means keeping you safe by partnering with professional experts, setting new standards of safety and introducing enhanced protocols and procedures which will address our new reality. Not only now, but even more during these challenging days, the open-air layout of all our restaurants and bars and even the individual air condition units of each guest room, are proven to be unique selling points and safe-guarding features assuring the possibility to spend your holidays on Reethi Beach. Even though we do not know what tomorrow brings, please be assured that we are looking ahead, through and past the current times, to ensure that you will always be looked after with the highest level of care and comfort.

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We have been seeking advice and guidance in the form of Best Practice Guidelines from international institutions, health care providers and suppliers. All our protocols are aligned with the expertise and guidelines from the WHO as well as local health & government authorities and in cooperation with our trusted eco-friendly chemical suppliers. Enhanced hands-on training and a dedicated on-property hygiene committee ensures initial and continued compliance.

Until further notice, we encourage and follow best practices in all areas at the resort of:

- Physical distancing
- Hand hygiene, including proper hand washing & hand sanitizer stations
- Mandatory temperature checks for all guests and employees
- Masks provided to all guests for their convenience and worn by all employees
- Increased cleaning & disinfecting frequency of public areas with continued use of quality cleaning & disinfecting products
- Formal cleaning & disinfecting audit program conducted by our trusted suppliers

Reservation Process

- For more confidence in your booking, flexible rates are always available, allowing change or cancellation up to 7 days in advance of arrival
- Visit www.reethibeach.com for the most up-to-date information on our cancellation policies

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Pre-Arrival

- We encourage all guests to reach out to our team prior to your arrival for any clarifications or assistance required. Check-in procedures can be duly reduced subject to necessary information submitted to the resort prior to arrival which will allow hassle-free express check in.

Arrival, Welcome & Check-In

- Offering of hand sanitizers and masks upon arrival
- Disinfection of luggage
- Minimal waiting time at the reception with express check-in for guests who have shared the required information with the resort in advance
- Mandatory temperature checks for all guests upon arrival
- Adjustments to front desk to promote physical distancing
- Guest Relation Officers wearing face masks
- Shift to low - or no - touch payment where possible
- Guestroom keys disinfected in front of the guests
- Welcome letter communicating cleaning procedures, amenities available upon request, and protocols in public areas

All Public Areas such as restrooms, etc

- Hand sanitizer stations in key areas throughout resort
- Liquid soap and hand sanitizer provided at all wash basins
- Increased frequency of cleaning and disinfecting with quality chemicals, with special attention to high-touch points
- Seating areas rearranged to facilitate physical distancing
- Signage and markers communicating physical distancing protocols

Guest Rooms

- Ensuring maximum possible air circulations during the rooms being serviced with minimal risk of contamination
- All rooms are equipped with individual air-conditioning units being serviced & cleaned regularly
- "Stay Safe - Stay Well kits” provided in each room (masks, hand sanitizer and disinfecting wipes)
- Tea / coffee maker disinfected regularly
- Removal of minibar items, pens & stationery, resort collateral, etc. Those are available upon request and disinfected between each use
- Proper hand washing procedure notes in guest bathroom

Housekeeping

- 24 hour “resting period” for each room between guest stays, followed by cleaning and disinfection
- No housekeeping service while guest is in room, guest rooms are serviced once daily
- Enhanced focus on disinfection of all guest room touchpoints and continuation of extensive training
- Continued use of quality sanitizers & disinfecting chemicals
Restaurants

- All our restaurants are open air and therefore guarantee natural air circulation with minimum risk of contamination
- Hand sanitizer stations located in front of all entrances
- Face masks offered for your convenience along with pouches for storage use during meal times
- Seat allocation to promote physical distancing
- Shift to electronic menus with disinfection between each use
- Change of items / disinfection of all touch points on table between diners

In-Room Dining

- Contactless option for drop-off and pick-up at door
- Shift to disposable accompaniments, such as salt and pepper, etc.
- Individually wrapped cutlery
- Trays disinfected between each use

Pool

- Physical distancing maintained via signage, placement of chairs and umbrellas, and set occupancy limits
- Regular replacement of sun mattresses, towels etc

Gym

- Hand sanitizer dispensers and disinfecting wipes made available
- Pre-booking required with set limits of persons present at the same time
- Physical distancing maintained via signage and markers

Spa

- Following of procedures as outlined by the local health & government authorities
- Offering of hand sanitizer and mask upon arrival at the spa
- Physical distancing maintained via signage, placement of furniture
- Gloves changed and hands washed before and after each treatment, at a minimum

Checkout

- Keys may be left in the checkout box in the lobby
- Promote electronic invoices
Employees

- Mandatory temperature checks for all employees before reporting on duty
- Masks worn by all employees
- Hand sanitizer dispensers at entrance and throughout all work spaces and employee common areas
- Adjusted shift start times to promote physical distancing of employees
- Signage and markers communicating physical distancing protocols throughout employee areas

We look forward to welcoming you!

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The above represents a sampling of the new health & safety measures being implemented at Reethi Beach Resort. This list is not intended to be all-inclusive, but to offer an overview of how Reethi Beach Resort is working to safeguard the health and wellbeing of its guests and employees. All standards will be reviewed and re-evaluated regularly to ensure relevance and maximum efficacy, and are subject to change based on the guidance of the WHO, local health & government authorities and resort policies.