

SEDONA CLEANS!

Sedona's enhanced culture of clean.

Sedona Cleans! was created to elevate the hotel's initiatives in health and sanitation to effectively respond to the evolving clients' expectations as leisure and business travel slowly comes back to Yangon.

With the pandemic, the travellers' journey has changed significantly and with it, the Sedona Hotel Yangon Management and Team commit to deliver beyond the client's minimum expectations from hotels and other tourism related services.

At the Sedona, guests will have a seamless and safe arrival from the moment they are picked-up at the airport until we bid them farewell as they transit to another destination or head home after a successful business trip to this beautiful city.

Welcome to Yangon!

On arrival at Yangon International Airport, our Airport Representative welcomes the guests and show them to their vehicles which have been thoroughly disinfected before they leave the hotel. All cars are fitted with sanitizers, anti-bacterial tissue packs and disinfectant sprays. Our drivers will be wearing masks, gloves and face shields the whole time. They will also be doing temperature checks on the guests before they board the vehicle.

There will be limitations in the number of passengers in the car – sedans will be deployed only for single travellers while larger vehicles will be assigned for arrivals of two passengers and beyond.

Hotel Arrival.

Cars will be sprayed with Hypochlorite disinfectant on arrival at the main gate to ensure that viruses are not carried inside. Guests will be asked to fill-out health declaration forms, undergo a temperature check and or a thermal scan at the Lobby. At Reception, guests are required to present medical certificates obtained 48 hours prior to arrival before the check-in process will begin.

Guests' luggage will be sprayed with disinfectants before our Concierge Team delivers them to the guest room.



Check-in Process.

Safety distancing markers are placed at Concierge and Reception areas and acrylic screens are set-up at Reception, Concierge, and Duty Manager's Desks. Express check-in service will be offered – the process started at booking stage when all necessary information is gathered and inputted in the client's profile and booking confirmation. This process minimizes the interaction at check-in and will be highly beneficial to our guests as they will not linger at the high traffic areas such as the Lobby.

Colleagues at the Front Desk, Concierge and at 25@Sedona, the hotel's Club Lounge, will be wearing masks, face shields and gloves at all times. All desk surfaces are cleaned and disinfected on an hourly basis, including phones, credit card terminals, passport scanners and all other equipment at reception.

Sedona Public Areas.

Protocols at the hotel's public areas are as stringent as the rest of the property. Door handles, handrails, staircases, and all wall-mounted light buttons are cleaned and disinfected regularly. Swing doors will replace normal doors going into the hotel's public restrooms where doorknobs, seat covers, hand sprays, and flush buttons are also cleaned and disinfected hourly.

Over at the Lobby Lounge and the Linkway, our beautiful promenade connecting the two wings, furniture is sanitized hourly, all support services and facilities such as ATM Machines and Electronic Money Exchange counters are cleaned and disinfected regularly. Seats are set-up at least six (6) feet away from each other, lift call buttons are covered in plastic frames for ease of cleaning and floor markings inside the lifts are in place to ensure guests will follow the prescribed physical distancing.

Sedona Guestrooms.

All our rooms, suites, and apartments will be cleaned and disinfected thoroughly, after which, both the main and bathroom doors will display a "Sanitized" tag indicating that it is ready for the next guest.

High touch areas such as table surfaces, wash basins, phones, remote controls, light switches and hair dryers will be disinfected. Curtains are steamed, bed runners are removed, and decorative pillows sent to Laundry for tumble drying.



All linens and bathroom amenities in all checked-out rooms will be removed and fresh supplies will be brought in to ensure the next guest will have no contact with the previous occupant.

All our team members will remove their shoes when entering the rooms not just as a sign of respect, but also to ensure that they do not carry germs and viruses into the guestrooms. Similarly, they will be wearing the required PPEs - face mask, face shields and gloves while cleaning.

Additional bathroom amenities will also be set-up in the rooms like hand sanitizers and disinfecting wet wipes.

Enhanced Food & Beverage Experiences

Following the guidelines issued by the Myanmar Ministry of Health and Sports (MOHS) as well as the Ministry of Hotel and Tourism (MOHT), dining experiences at the Sedona Hotel Yangon will take a different but exciting turn as we roll-out new service concepts.

Keeping the guests' health and well-being in mind, we will be implementing the following in all our dining outlets:

- Posters are set-up at entrances to remind guests to always observe the guidelines - from temperature checks, to wearing of masks, cleaning hands with sanitizers, and safety distancing between associates and guests, and between guests themselves.
- Seating capacity is reduced and are set-up at least 6 feet away from each other.
- Acrylic screens are set-up on all tables to avoid contamination.
- Service team members will be wearing the prescribed PPEs.
- All flatware and chopsticks are set-up inside individual jackets to avoid contamination.
- A la Carte and set menus are available most of the time while "mobile buffets" or "buffets on wheels" will be introduced on weekends and special occasions.
- Air purifiers will be set-up in the area for clean air to circulate during service hours.
- Guests are served with hot towels when seated, an added precaution to maintain hygiene as well as enhancing their arrival experience.



In-Room Dining Protocols:

All hot items will be delivered in hot boxes to ensure food is fresh and plates are warm. Soups will come in tumblers and are served in front of the guests. Team members will remove their shoes in coming into guestrooms. Guests will have an option to allow our team members to set-up and serve in the room or just leave the items at the door.

Trolleys are sanitized and service team members will be in their prescribed PPEs and will only use the designated elevators for food deliveries.

Heart of House Initiatives.

Whilst not visible to guests, our team continues to abide by strict sanitation standards further enhanced by our Covid-19 mitigation action plans.

All Culinary team members will wear the prescribed PPEs, wash their hands every 20 minutes. Pedal controls are set-up in all wash basins, kitchen sinks and dustbins to minimize contact. Ice Machines, all kitchen preparation surfaces, display equipment, utensils, chopping boards and kitchen trolleys are cleaned and disinfected regularly at every shift.

At the back end, the hotel will intensify the cleaning frequency in offices, locker rooms, staff sleeping quarters, corridors, biometric machines, staff shower areas, service lift buttons and telephones in all areas of the hotel.

To minimize human contact in public places, associates are discouraged from taking public transport. Ferry Service are provided for all associates especially those working in the second and third shifts. Associates who are given permissions to use the sleeping quarters will be sleeping on bunk beds that are set-up 6 feet apart.

All our associates will fill-out health declaration forms every day as they arrive at the Staff Entrance and will go through four (4) times daily mandatory temperature checks. Uniforms are changed daily, and an Isolation Room is in place intended to be used by the hotel's on-property physician to assess colleagues who exhibit symptoms like Covid-19.

Safety distancing is strictly observed not just at the Associate's Canteen where floor markings already in place, distance of 6 feet between dining tables and pedal controls in all wash basins, but also in high traffic areas at the back of the house including all service lifts.



We take hygiene and cleanliness standards very seriously and are taking additional steps to ensure the safety of our guests during their stay at the property.

TRAVEL & BOOKING UPDATES

As an added information to our partners and guests, we would like everyone to know that we understand the difficulties everyone is facing in their current work and travel schedules. We will be happy to assist them in sorting bookings and cancellations during this time. Our team will continue to assist in finding alternative dates for events that have been and or will be postponed later in the year or in 2021.

For bookings made through third party channels, we recommend that guests get in touch with them directly for the necessary changes that may be required.

AIRPORT AND VISA RELATED MATTERS

Yangon International Airport is closed for all commercial passenger flights until **15 June 2020**. Similarly, all issuance of visas – whether tourist or business, have been suspended indefinitely.

The hotel will apprise clients and partners once new government guidelines will be made public.

