



FELIZ HOTEL
BORACAY

A GENTLE REMINDER FROM US;

CORONA VIRUS PROTOCOL

ABOUT IT / SYMPTOMS / TRANSMISSION / PREVENTION / WHO TO
CALL / NEW NORMAL

WHAT IS CORONA VIRUS



COVID - 19 COMMONLY KNOW AS "CORONA VIRUS"

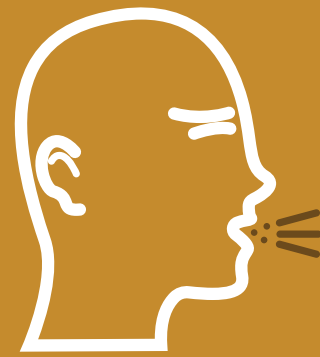
Corona-viruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel corona virus (nCoV) is a new strain that has not been previously identified in humans.

COVID-19 AFFECTS DIFFERENT PEOPLE IN DIFFERENT WAYS.

MOST INFECTED PEOPLE WILL DEVELOP MILD TO MODERATE ILLNESS AND RECOVER WITHOUT HOSPITALIZATION. SYMPTOMS CAN INCLUDE:



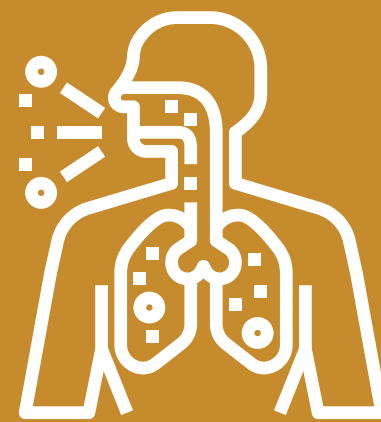
FEVER



DRY COUGH
and COLDS



SHORTNESS OF
BREATHE



RESPIRATORY
SYMPTOMS



DIFFICULTY OF
BREATHING

SYMPTOMS AND COMPLICATIONS

WHAT YOU NEED TO KNOW.





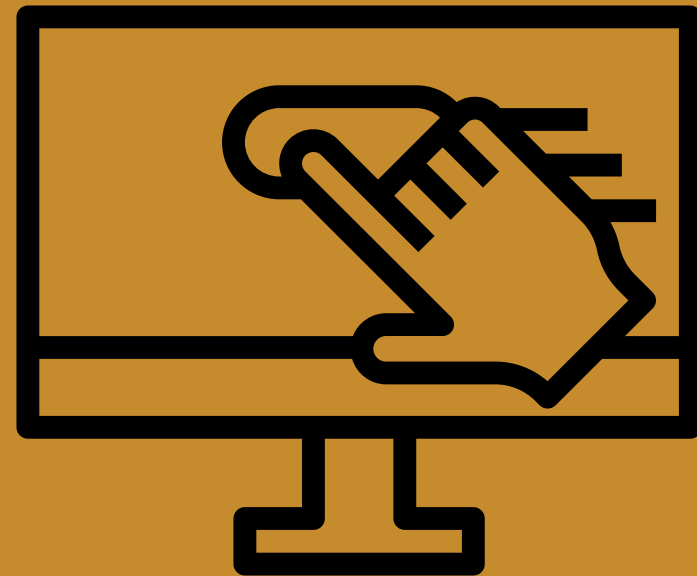
SNEEZE / COUGH



TOUCH HANDS



TOUCH FACE



TOUCH SURFACE

TRANSMISSION

THE COVID-19 VIRUS SPREADS PRIMARILY THROUGH DROPLETS OF SALIVA OR DISCHARGE FROM THE NOSE WHEN AN INFECTED PERSON COUGHS OR SNEEZES,

so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).



PREVENTION

There is currently no vaccine to prevent 2019-nCoV infection. The best way to prevent infection is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:



HAND WASHING. Wash your hands often with soap and water for at least 20 seconds



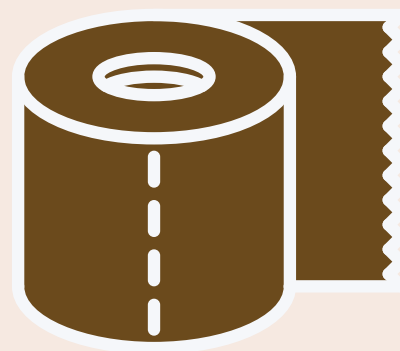
USE A FACE MASK at all times especially in public places.



AVOID CLOSE CONTACT with people who shows symptoms of cough and colds.



AVOID CLOSE CONTACT with animals.



COVER YOUR MOUTH when coughing or sneezing with a tissue, then throw the tissue in the trash.



DRINK plenty of water and ensure that your food are cooked properly.



IMMEDIATELY SEEK MEDICAL ASSISTANCE when experiencing any symptoms of cough and colds.



THE NEED FOR CHANGE

The fight against COVID-19 is far from over. The pandemic hasn't ended yet, until there is an effective vaccine or treatment, everyone remains at risk of COVID-19. While restrictions are being lifted in some places #covid19 isn't gone yet. We must continue to protect ourselves and others, collective effort will make a HUGE DIFFERENCE.



Feliz Cares for YOU!

Here in Feliz Hotel Boracay we are committed to provide our guest with the most memorable and tranquil experience whilst upholding the highest cleanliness standards. Your safety is our top priority.

#stayhappy #stayfeliz

WHO TO CALL IN CASE OF AN EMERGENCY



PNP - Malay
(036) 288-3066



BHERT - Malay
(0929) 549 - 7365



Feliz Hotel Boracay Hotline
(036) 288 - 3424



Ciriaco S. Tirol
Hospital
(036) 288 -3041



Municipal Health Office
(036) 288 - 8718





FELIZ HOTEL
BORACAY

Feliz Care

Feliz Clean Care is Feliz Hotel Boracay's elevated standard for hygiene and cleanliness, based on the Department of Health's New Normal protocols. This aims to provide a worry-free experience for our guests, from pre-arrival to post-departure implemented in the hotel.



PRE-ARRIVAL EXPERIENCE

- A letter regarding the hotel's Clean Care protocols and guidelines will be sent to guests via email
- An online Health Declaration Form and Guest Registration Card must be filled up by the guest prior to arrival
- To ensure a seamless check-in experience, guests are encouraged to avail our pre-payment options



ARRIVAL EXPERIENCE

- Hotel colleagues welcoming our guests will be wearing personal protective equipment
- Sanitizing foot dips and hand sanitizers are placed at the hotel entrance for guests to use
- Mandatory temperature screening at the hotel entrance
- All luggage will be disinfected upon arrival
- Front desk table barrier has been installed at the reception desk for the safety of both our guests and colleagues
- Keycards are thoroughly sanitized before being issued to guests
- Physical distancing markers and signs are installed throughout the property and must be followed at all times
- Hourly disinfection of high-contact surfaces at the reception and lobby
- Guests will be welcomed by a member of staff to ensure guests are able to enjoy the highest hygiene and sanitation standards during their stay

PUBLIC AREA EXPERIENCE



- Alcohol and hand sanitizers are available in all high-contact areas
- Physical distancing markers are installed in all elevators to serve as a visual guide for guests
- Elevators may only accommodate two (2) guests at a time to maintain physical distancing.
- All elevators and buttons are sanitized every hour
- Physical distancing measures are also implemented in all public comfort rooms
- Regular misting of public areas with disinfectant
- Our Feliz Clean Care team will constantly monitor various areas to enforce physical

GUEST ROOM EXPERIENCE



- All guest rooms will be fashioned with a Feliz Clean Care door seal to indicate which rooms have been thoroughly cleaned and sanitized
- All high-touch items in each guest room will be covered in cling wrap.
- Room Attendants will wear personal protective equipment when cleaning rooms
- Cleaning tools and equipment are extensively disinfected after every use.
- All rooms will be cleaned with high-quality disinfectants, cleaning products, and UV-C light equipment courtesy of our partner, Diversey
- New normal garbage collection and laundry pick up guidelines will be enforced to promote physical distancing
- Feliz Clean Care hygiene kits will be provided in every room as a welcome amenity



FOOD AND BEVERAGE EXPERIENCE

- Modified food and beverage operations will include a shift to pre-packed sets for breakfast
- La Plaza is open for delivery, pick up and take out
- In line with social distancing policies, pre-arranged meals will be offered to guests who wish to avail in-room dining services
- La Plaza and Buenavista have limited capacities. Physical distancing markers are installed in dining areas to promote social distancing
- Food and Beverage Service and Kitchen staff are provided with personal protective equipment/uniforms
- Emphasis on effective hand hygiene, including washing of hands for at least 20 seconds every 30 minutes



DEPARTURE EXPERIENCE

- We advise guests to leave their luggage by their doors should they require assistance during check out.
- All luggage will be disinfected upon departure
- Key cards returned by guests will be thoroughly disinfected and sanitized
- Guests may choose to receive a copy their bill via email
- Guests will receive a post-stay Thank You message via email, as well as a reminder to observe physical distancing, wear face masks when going out, and wash their hands/use hand sanitizer regularly.



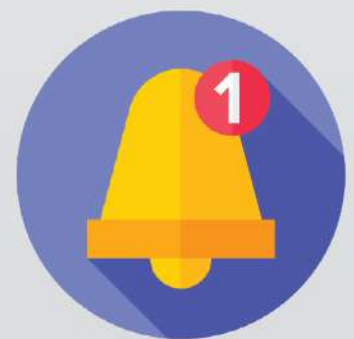
EMPLOYEE PROTOCOLS

- Hotel colleagues will undergo the Feliz Clean Care training program to learn COVID-19 protocols, including physical distancing, hygiene, food safety, and proper wearing of personal protective equipment prior to deployment
- DOLE and DOT guidelines on workplace management for COVID-19 will be implemented
- Daily health declaration checklist for colleagues will also be required



GUEST PROTOCOLS

- For everyone's safety, guests are required to wear a face mask before entering the hotel premises, as well as whenever they are in public areas and/or interacting with hotel staff
- Guests must fill up the online health declaration form with due diligence and honesty
- Pre-payment is highly encouraged prior to guest arrival
- Guest may view our Feliz Clean Care protocols on our website, www.felizhotelboracay.com



IN-HOUSE COMMUNICATION PROTOCOLS

- Guests may opt to receive in-house notifications to remind them to regularly wash their hands and/or use hand sanitizer
- Visual reminders regarding our Clean Care protocols and guidelines will periodically flash in all guest room TVs.