

SAFETY MEASURES

a guide for our guests

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RAJA BEACH HOTEL BALAPITIYA

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Introduction

Raja Beach Hotel Balapitiya has introduced a set of safety measures at our hotel in order to safeguard our valuable guests and staff from Covid-19. These have been compiled to ensure adherence to the guidelines set out by The World Health Organisation (WHO) as well as Local Health bureau, Tourism authorities and industry associations.

We have our own Health & Safety team headed by the manager and they would set out an action plan tailored to the situation and implement it in accordance with the recommendations of health authorities with the aim to prevent cases, effectively manage cases, and mitigate impact among guests and staff.

We have put together a list of guidelines that cover all guest areas as well as our back of house operation, food preparation, housekeeping and our supply chain as well.

The Management is closely monitoring the global pandemic situation and will actively take steps to mitigate the impact and spread of COVID-19. We would review and update these guidelines regularly to ensure your safety during your stay.

We value the trust and loyalty you have placed with us and we assure you your comfort will not be compromised during your stay.

What you need to know before you arrive....

Once you have made a reservation with us we will get in touch with you in order to share our safety precautions and guidelines we have set in place. Our aim would be for you to feel safe even before you step into our hotel.

You would be required to disclose any countries that have been visited within the last 21 days as well as any other hotel stay within Sri Lanka prior to your arrival at our hotel.

Its mandatory for you to wear a face mask on check in.

Given the additional time that would be taken at check in with all safety measures, we kindly request you to inform us of your exact time of arrival at least Three (3) hours ahead.

When you arrive...

Our staff will greet you at the hotel while adhering to the recommended safety distance.

Your temperature will be checked and recorded upon arrival and the frequency may depend on your movement.

You would be required to complete a short initial screening questionnaire.

You will be required to sanitize your hands upon arrival and each time you move in and out of the property (Level 1 guests are not allowed to leave the property except in the bubble or on departure).

Check-in process will be done at the Front office while maintaining the recommended distance.

A welcome drink will be offered later to your room.

The key to your room will be handed over after disinfecting it in your presence.

Your luggage will be disinfected on arrival. Our staff would take your luggage to the room. However, you may wish to carry your own as well.

You will not be allowed to leave your room, until the PCR-test done at arrival shows negative.

During your stay...

Your room will be thoroughly disinfected prior to your arrival. This includes floors, furniture, walls and amenities.

Amenities will be limited inside each room, however, will be provided on request.

To ensure a hygienic environment for both staff and guests we have removed all stationery and Bed runners inside the room.

Your temperature will be checked and recorded at least daily during you stay.

Hand sanitizer dispensers will be available in all public areas and will be available to be purchased if you wish to do so as well.

Housekeeping service for rooms will be restricted to once a day, that too will be at your request. This will include disinfecting the floor areas as well as the bathroom due to the high sensitivity.

There will be no turn-down service carried out during your stay.

Its mandatory that you wear a face mask in public areas.

About your meals.....

Menu card of the Cocobello Restaurant is available online, use the QR-Code showing at reception and your room. An offline disinfected menu card is available, too.

All our deliveries to the stores department are washed / disinfected before receiving. Dining tables will be placed adhering to the distance stipulated by Health Authorities.

You are advised to be seated adhering to the guidelines of minimum distance between each other.

All cutlery & crockery used are dipped in a disinfection bath prior to be placed on the table.

No place mats will be placed on the table as a safety measure.

Paper napkins will be provided instead of cloth napkins.

Each table will be thoroughly sanitized after each meal by our staff.

We have taken extra measures to ensure your meals are safe without compromising its taste or standard.

Other activities during your stay....

We understand your desire to enjoy your stay and we would ensure that all facilities / activities are safe for your use / experience.

Excursions

When engaging in excursions its mandatory to select operators who are given a valid license by relevant authorities.

We would assist you in selecting these authorized operators to ensure your safety.

You would be required to follow our safety protocols upon your return after every excursion.

Important measures we have in place....

Health & Safety Team

The Health & Safety Team, has establish an action plan in consultation with local health authorities, Hotel and Tourism industry associations, to prevent and mitigate the spread of Covid-19.

Ensure sufficient human and economic resources are available to ensure that the action plan can be implemented rapidly and effectively.

They will oversee the necessary training on health & safety monitor procedures put in place.

Identify and correct gaps, and adapt the plan to practical experience.

Maintain log books of all actions taken.

Maintain regular communication with guests and keep them up to date.

Ensure the wellbeing of all staff and to keep a tab on their families wellbeing and their health as well to avoid any contamination.

To be aware and updated on actions to be taken if a case is identified within the premises.

Staff

All staff are well trained in health & safety measures required against the virus including social distancing, hand hygiene & respiratory etiquette.

All staff will be required to wash hands prior to entering their quarters.

No personal baggage will be allowed inside the premise but will be sanitized at the reception area. Their temperature will be checked as well as for any respiratory symptoms upon entry and recorded.

Their temperature will be monitored daily while on duty.

It will be mandatory to wash their hands prior to entering the premises, every 30 minutes while on duty and upon exit. Gloved hands will be washed every 30 minutes while on duty as well.

Staff will always be required to wear face masks throughout (where deemed necessary) whilst on duty.

Staff rooms will be disinfected once a day. Washrooms will be disinfected twice a day.

Public Areas

All public areas will be disinfected daily.

Liquid hand sanitizer will be available in all public areas.

No reading material will be kept in the living areas. (Eg. Magazines, Newspapers).

All high touch surfaces, items and areas will be cleaned and wiped when necessary.

Access to public areas will be limited to staff & guests.

We urge you to adhere to social distancing practices within the public area

Supplies / Suppliers

There will be a defined restricted area for suppliers.

All suppliers will be screened upon arrival to the designated area.

They will be requested to wash their hands prior to unloading.

Their temperature will be checked as well as for any respiratory symptoms upon entry and recorded.

Details such as Name & ID numbers will be recorded for future reference.

All items supplied to the hotel will be sanitized at this point. Fresh items will be washed prior to be taken in for storage.

How the hotel would handle any COVID 19 cases within....

If a guest or staff develops symptoms of acute respiratory infection, we would immediately make all effort to minimize contact of the ill person with all guests and staff of the hotel. They include, immediately inform the relevant health authorities.

The guest will be isolated in a room on a temporary basis until the intervention of local health authorities.

No visitors will be permitted to enter the room occupied by the affected guest. Disinfect all areas within the hotel by a certified disinfectant service provider.

In order to minimize the risk of contaminating other guests or members of the staff, the infected guests will be transferred out of the hotel premises according to instructions from the local health authorities.

Necessary test will be carried out on the other guests to ensure they have not been affected as well.

We would also take necessary measures to contact all other checked out guests who have come into contact with the infected guest or staff.

For more of your concerns please refer the following Frequently Asked Questions

Frequently Asked Questions

What are the Visa regulations to enter Sri Lanka?

A confirmed pre-booking in SLTDA registered and COVID certified hotel or hotels is a prerequisite for the Visa.

Submission of Health Insurance and tour booking details is compulsory for the visa process.

Negative PCR report or positive anti body test report taken two weeks prior to landing in Sri Lanka to be uploaded with the visa application or produced at the Colombo Airport on arrival.

How safe are airport transfers?

Its mandatory to arrange all transfers through selected service providers who operate pre-approved vehicles cleared for all health & safety standards.

Government would allow airport transfers only through registered taxis / pick-ups by pre-booked certified Hotels and through pre-approved private vehicles.

It will be mandatory for taxi / vehicle drivers to always keep their PCR tested reports displayed.

Does the hotel allow early check-in during these times?

Yes we would allow based on availability. However, you're required to inform us at least 24 hours in advance of such requirement.

Does the hotel accept Credit card payments?

Credit Card payments are accepted, the card will be sanitized or you can switch the card by yourself. An online payment opportunity through a payment-link is possible, too.

Are meals allowed inside the room?

If you are not able to visit the restaurant or if you are in isolation, our staff is pleased to serve the meal to your room. Please receive the meal at the door as the official regulations are so. You are also invited to take-away your meals to your room from the designated area in the restaurant, if you are not in isolation. Please put the used dishes out of your room and let the staff know to collect it soon.

Are Visitors for guests allowed?

No visitors for guests are allowed as it's prohibited by Covid19 regulations.

Important Hotlines & Websites

Contact numbers

Assistance for Tourists while in SL - 1912

Raja Beach Hotel Hotline - +94 912264946

Websites

[World Health Organisation \(WHO\)](#) - for a global update

[Sri Lanka Health Promotion Bureau](#) - for update on Sri Lanka

[Sri Lanka Tourism Dev. Authority](#) - information for tourists

[Civil Aviation Authority](#) - for update on flights to Sri Lanka