

STAY SAFE AT THE ROCK HOTEL

SAFETY MEASURES FOR COVID 19 DURING YOUR STAY



01. Welcome



As we welcome you back to The Rock Hotel, we are committed to providing you with a safe environment. Consisting of in-house and outside experts in food and water safety, hygiene, and infection prevention, and in conjunction with advice from our Public Health department and Government guidelines, we are redefining our cleaning and safety standards actively monitoring and evolving our solutions to ensure a continued focus on the health and safety of our guests and employees



02. Signage



You will see increased signage which has been displayed throughout the hotel reminding our guests about symptom detection, usage of hand and respiratory hygiene as well as physical distancing.



03. Public Areas

In line with the Government's Public Health advice, masks will be worn by Rock Hotel staff and it is encouraged that guests wear masks when in an environment where social distancing is not possible. A two metre (2m) social distance rule is applied throughout all areas of the hotel.

Careful consideration is advised in areas of where potential large gatherings may occur in areas such as the swimming pool, restaurant, bar, reception, elevators lifts / lobbies and stairwells.



- Protective transparent screen at our reception desk
- Floor markings to maintain social distancing
- Contactless card payments
- Increased cleaning frequency of high touch areas
- Monitored and controlled use of the swimming pool by our attendants.
- Sunbeds & parasols positioned in such a way to maintain social distancing

04. Cleaning



We have heightened our already stringent practices around food handling, sanitization, disinfection, and cleaning in all public areas and rooms with a focus on your safety and peace of mind.

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Guest Bedrooms

- Removal of certain high-touch items from guestrooms such as stationary, and decorative pillows or runners
- Vacant rooms are deep cleaned & sanitized for each arrival guest
- Cleaning chemicals upgraded to hospital grade disinfectant
- Room linen organized safely and cleaned by our suppliers under specific protocols
- Personal Protective Equipment used by housekeeping to clean and sanitize safely
- Air-conditioning filters are regularly cleaned
- Sanitized room key cards



05. Food & Beverage



- Restaurants to operate at 50% capacity, enabling distancing between tables
- Use of different entry and exit points to the restaurants
- Contactless card or other cashless payments encouraged
- Advance booking required, and guest information recorded in line with the Data Protection Legislation
- Digital menu available via QR code

