



Circle of Clean Protocols

Circle of Clean is Robinsons Hotels and Resorts' elevated standard of hygiene and cleanliness based on World Health Organization and Department of Health New Normal protocols. This aims to provide a worry-free stay experience for our guests from pre-arrival to post-departure touch points implemented in all Go Hotels and Summit Hotels and Resorts around the Philippines.



PRE-ARRIVAL EXPERIENCE

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



ARRIVAL EXPERIENCE

- Hotel Colleagues welcoming our guests are in personal protective equipment.
- Sanitizing Foot Dips are in place in hotel entrances.
- Alcohol and Hand Sanitizers are available for guest use at the entrance and reception counters.
- Mandatory Temperature Screening in hotel entrances.
- Luggage Disinfection on Arrival is also implemented.
- A clear acrylic barrier has been installed at the reception desk for the safety of our guests and associates.
- Keycards are thoroughly sanitized with ultra violet light instrument before issue to guest.
- Physical Distancing Markers and signages are installed and must be religiously followed.
- Hourly disinfection of contact surfaces at the reception counter, doors and floors.
- Guests will be welcomed by the Circle of Clean Ambassador to assure guest stay with the highest hygiene and sanitation.



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PUBLIC AREA EXPERIENCE

- Alcohol and Hand Sanitizers are available in high-contact areas.
- Physical Distancing Markers with a maximum number of 5 guests per lift are installed to guide our guests with this new norm.
- Elevators and elevator buttons are sanitized every hour.
- Physical Distancing Measures are also implemented in Public Toilets specifically on wash basins and urinals.
- Regular Misting of public areas with disinfectant is also implemented.
- Circle of Clean Ambassador/s are deployed in various areas to enforce physical distancing.



GUEST ROOM EXPERIENCE

- A Circle of Clean door seal on each guest room door indicating the room has been cleaned.
- Room attendants are provided with full Personal Protective Gear when cleaning rooms.
- Cleaning tools and equipment undergo extensive disinfecting after every use. An exclusive cleaning sponge per room is also being implemented.
- Consistent use of hospital-grade disinfectant in partnership with industry expert Ecolab, providing trusted products approved by the U.S. Environmental Protection Agency (EPA).
- New norm on garbage collection and laundry pick up is also being enforced to promote physical distancing.
- Circle of Clean hygiene kits will be set up as part of the welcome room amenity.



FOOD AND BEVERAGE EXPERIENCE

- Modified food & beverage operations include shift to pre-packaged sets for breakfast, lunch and dinner.
- Restaurant is open for delivery, pick-up and take-out food services.
- Certified by the Department of Tourism as an accommodation take-out and delivery services during the enforcement of enhanced community quarantine.
- For in-room dining, pre-arranged Flash Meals and Bento Boxes are offered to guests via contactless delivery in line with social distancing policy.
- Restaurant and function/meeting rooms have limited capacities and physical distancing markers installed 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.



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DEPARTURE EXPERIENCE

- Hotel Colleagues assisting our guests upon check out are in personal protective equipment.
- Alcohol and Hand Sanitizers are available for guest use at the exit and reception counters.
- Luggage Disinfection on Departure is also implemented.
- A clear acrylic barrier has been installed for the safety of our guests and colleagues.
- Physical Distancing Markers and signages are installed and must be religiously followed.
- Hourly disinfection of contact surfaces at the reception counter, doors and floors.
- Key Cards returned by guests are disinfected and sanitized.



POST-DEPARTURE EXPERIENCE

- Guest will be contacted electronically post-stay via a Thank you Email and a Reminder to Always Observe Physical Distancing, Wear Face Mask whenever going out and Wash their Hands and Sanitize.
- Option to Opt in receiving COCO Alerts after guest stay.



EMPLOYEE PROTOCOLS

- Hotel Colleagues undergo the Signature Circle of Clean Training on COVID-19 Protocols that includes Physical Distancing, Hygiene, Food Safety, and proper way of wearing PPEs prior to deployment.
- DOLE Guidelines on Workplace Management for COVID-19 is also implemented.
- Daily Health Declaration Checklist for Colleagues is also activated.



GUEST PROTOCOLS

- To ensure the safety of all guests and employees, guests are required to wear face masks before entering the hotel premises and when in public areas.
- Guest must fill up the Online Health Declaration Form with due diligence and honesty.
- Prepayment is highly encouraged prior to guest arrival.



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HOME TO GO

- Guests who stays for a minimum of 1 month will get a Complimentary Cleaning Kit upon arrival.
- A virtual copy of the Circle of Clean Protocols will also be available for guests.



IN-HOUSE COMMUNICATION PROTOCOLS

- Guests will also receive COCO Alerts - An in-house SMS Notification Reminder to Regularly Wash their hands and sanitize.
- Visual Reminders will also be flashed every time guest logs in the Wifi Access.



For full details and brand standards of the Circle of Clean program, visit the hotel websites at:

<https://www.gohotels.ph/go-hotels/happy-to-care>

<https://www.summithotels.ph/happy-to-care>

in partnership with



Summit Hotel Greenhills and Summit Ridge Tagaytay are certified by the Department of Tourism (DOT) as an accommodation take-out and delivery services during the enforcement of Enhanced Community Quarantine (ECQ).