



## Delegate Information (Prevent and Protect Program)

Welcome to the Royal Cliff Hotels Group and Pattaya Exhibition And Convention Hall (PEACH). The following information is to ensure the safety of all our guests and team members and to help you get the most from your stay. Please read and understand the guidelines that we expect all guests and visitors to follow while on-site and in our venues.

### Arrival

Guests who book direct or those who are part of MICE groups will have the option to do a pre-arrival check-in online. Upon arriving at the hotel, bellboys will request you to use the sanitizer gel before escorting you to the guest checkpoint where you will undergo a temperature check. As per government regulation, all guests entering the hotels are required to register and check-in with the Thai-Chana platform. You are expected to wear a face mask upon arrival and when walking around the property. Distancing floor markers are placed in our Reception area, elevators and in our restaurants as well as signs reminding everybody to keep a distance. Bank transfers as well as contactless and cashless payment channels are available.

Upon check-in, you will be requested to answer a Guest Registration Form which includes a health declaration and travel history section. If you feel reluctant to let housekeepers into your room or suite during your stay, you will have the option to opt-out of the daily housekeeping service and can just request the service when you need it. You can also take advantage of the in-room breakfast option and the express check out service.



### Duration of Your Stay



Prominent signage will be placed all over the hotels and meeting venues reminding delegates of good hygiene habits and social distancing measures. An on-site clinic with a resident nurse will be available. You will have your temperature checked every time you visit the breakfast areas and other facilities. Hand sanitizers are available at the Reception counters and in all public areas. Express check-out service is available upon request where you can conveniently drop your room key in a dedicated dropbox provided upon check-out.



# Safe Meetings and Events

All delegates are required to wear a face mask at all times during the event. All entrances to the venue, restaurants, reception desks and bell counters will be equipped with a hand sanitizing station as well as temperature scanners. You will undergo a temperature check before entering any meeting venue. We can offer pre-registration options for the delegates to accelerate the process and reduce congestion at the registration desks once the event starts. As per government regulation, you will once again be required to register and check-in with the Thai-Chana platform. Kindly follow the physical distancing marks will be on the floor during temperature screening and registration. All meeting rooms are disinfected before use. Our Housekeeping team will sanitize all potential high-risk areas every hour including door handles, elevator buttons, microphones and the restrooms. Please use the hand sanitizing gel provided before entering a meeting venue and kindly follow the social distancing guidelines.



# Dining Around the Property

You are expected to wear a mask upon entering the restaurants which may only be removed when consuming your meal. Your temperature will be checked upon entry and you will be asked to register with the Thai-Chana platform. As we have to limit the number of people at the restaurant at any given time, our staff can refuse service to walk-in guests when the restaurant has reached its maximum capacity. Hand sanitizers will be provided for guests to disinfect their hands before entering the restaurants. All tables and chairs will be regularly sanitized. Frequently used items such as credit card machines and menus will be disinfected after each use. All tables and chairs are ideally placed in accordance with social distancing best practices. The tables will be appropriately spaced out at the appropriate mandated distance. Salt and pepper shakers as well as other condiments will be brought to the table after you have been seated, then removed and sanitized before the next party sits down. Bank transfers as well as contactless and cashless payment channels are available.

# General Visitor Guidelines

- Please check your government guidelines and travel warnings prior to flight booking and event registration.
- Please review all protocols and guidelines at the time of registration and if these are altered.
  - In case of alterations and/or additions to protocols and guidelines visitors will be informed in person, by email, or text messages.
- Please stay at home if you suffer from mild health issues with symptoms of a cold or someone you live with has a fever.
- Please comply with our hygiene measures and disinfect your hands everytime you enter and leave the venue.
- Please observe the social distancing guidelines, including 1.5 meters distance and routing.

