



THE RITZ-CARLTON

BALI

COMMITMENT TO CLEANLINESS

Welcome to The Ritz-Carlton, Bali. The well-being of our guests and Ladies and Gentlemen is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our resort. Below are steps we are taking to keep everyone healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans based on Local Authority guideline.

OUR LADIES & GENTLEMEN

- Temperature screening upon arrival for each shift (deny entry to those above 37.3c).
- Handwashing procedure upon arrival to the resort.
- Ladies and Gentlemen are equipped with personal protective equipment, including face covering which they are required to wear all the time.
- Have and continued to receive training on Covid-19 sanitation protocols, led by designated resort's Cleanliness Champion.

ARRIVAL AND DEPARTURE

- Deliver contactless service through the use of mobile technology: eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Guest luggage/ suitcases disinfection upon arrival.
- Solicit information through pre-arrival emails communication to expedite arrival.
- Recommend guests to use mobile check-in and check-out to minimize contact.

SOCIAL DISTANCING MEASURES

- Guests are required to wear personal face masks which are available upon request.
- Social distancing signages are placed across the resort.
- Seating arrangements in the restaurants, lounges, pool and beach are made 2 meters to maintain social distancing.
- Guest elevator occupancy is limited to maximum 4 persons.
- Stairwell access is available for all floors of guestrooms.



CLEANING PROCEDURES

- Deeper and more frequent cleaning of high-traffic and high-touch areas, including handrails, elevator buttons, door handles and surfaces.
- Introduction of new cleaning protocol using hospital-grade sanitation products for public spaces.
- Hand sanitizer and washing facilities are available throughout public spaces around the resort.
- Deep cleaning between guest stays; focus on sanitizing every area of the room.
- Frequent cleaning of public area restrooms.

GUEST ROOMS

- Daily housekeeping services are available per individual guest preference to be confirmed at check-in.
- Housekeeping services will be performed when guests are not present in the room.
- Deep cleaning of high-touch items such as handles, knobs, drawer pulls, hairdryer and remote controls.
- Removal of decorative pillows and underline.
- Hotel provides sanitizing kit in every guest room consist of face mask, hand sanitizer and sanitizing wipe.

DINING

- The Beach Grill: Breakfast: 07:00 am – 10:30 am, Lunch & Dinner: 12:00 pm – 10:00 pm. Maximum 60 guests.
- The Ritz-Carlton Lounge & Bar: Lunch, Afternoon Tea & Dinner: 11:00 am – 11:00 pm. Maximum 40 guests.
- In room dining is available 24 hours, offering contactless experience upon request.
- Takeaway service is available.

SPA, FITNESS AND RECREATION

- The Ritz-Carlton Spa: 09:00 am – 09:00 pm.
- The Ritz Carlton Spa is open for body massage, scrub and facials.
- Fitness Centre: 06:00 am – 09:00 pm.
- Implement signage in Fitness Centre to limit the usage.
- Sauna, Jacuzzi, Steam Room Cold Plunge and Hydro Vital Pool is currently not available until further notice.

POOL & BEACH

- The pool and beach open for your enjoyment. Chairs on the pool deck as well as the beach are spaced.
- All pool and beach furniture is sanitized between each guest's use.

RITZ KIDS

- Ritz Kids facility is available on limited services and schedule. For more details, please contact our concierge.
- Guests may enjoy daily kids activities from 4:00 pm to 5:00 pm or sign up for some selections of private kids activity.