



Welcome to The Nile Ritz-Carlton, Cairo.

The well-being of our guests is of highest importance. We remain committed to providing a clean and comfortable environment for all who visit our hotel.

We would like to inform you that The Nile Ritz-Carlton is initially offering the following services: guestrooms, restaurants, bars, pool, and gym. The following services will temporarily remain closed: sauna, spa and weddings. This decision is in line with government regulations.

We would like to take this opportunity to reassure you that the health and safety of our guests and associates remain of paramount importance. Marriott International has been recognized as a hospitality leader for 92 years due to its commitment to quality, exacting standards, and rigorous training.

As part of our housekeeping operations, we have a comprehensive set of cleaning protocols that are designed to address a broad spectrum of viruses, including everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Our hotel continues to comply with all company cleanliness standards in order to meet the new health and safety challenges.

Our ladies and gentlemen consider our guests' well-being and safety measures a priority. Therefore, The Nile Ritz-Carlton ladies and gentlemen guarantees full safety precautions by applying enhanced sanitization guidelines and exposure to training videos for all operational associates, including hygiene and disinfecting practices.

We have also implemented the following measures as per government directive:

GUEST ARRIVAL:

- Contactless car check for in-house guests
- For new guests, loss prevention team collecting licenses are equipped in full personal protective equipment including masks, gloves, and take high sanitization practices before returning license to guests.
- Disinfection of guest luggage upon arrival and departure
- Monitoring of guest temperature upon arrival
- All ladies and gentlemen are equipped with masks and gloves
- Providing guests and associates with masks before entering the property at main entrance
- Self-parking is permitted as valet service is temporary not operating to minimize contact

RECEPTION and LOBBY:

- All ladies and gentlemen are equipped with masks and gloves
- Minimizing guest contact at front desk to provide an extra level of precaution e.g. partitions
- Availability of hand sanitizers at the front desk and public areas
- The placement of signage in the lobby to remind guests to maintain social distancing protocols
- Offering a more trusted alternative to physical front desk check-in and encourage guests to get mobile access to Marriott Bonvoy app to self-Check-in
- Side step the need for physical keycards to reduce exposure by using digital guest room keys using their personal devices via Marriott Bonvoy app
- Re-arranging furniture to allow more space for distancing

ELEVATORS:

- The placement of floor signage at the elevators to remind guests to maintain social distancing protocols
- Elevator and the buttons are disinfected and treated with hospital-grade disinfectants with increased frequency (every one hour)

CORRIDORS:

- The placement of signage at corridors to remind guests to maintain social distancing protocols
- Corridors are disinfected daily and treated with hospital-grade disinfectants with increased frequency

GUEST ROOMS and SUITES:

- Detailed cleaning practices in guest rooms and suites prior to and after each guest's stay
- All surfaces and all high-touch areas to be thoroughly cleaned with hospital-grade disinfectants such as door handles, elevator buttons, telephones and remote controls
- Providing a safety kit including a mask & disinfecting gel in each room for guests' personal use
- Mini bars are only filled upon request to minimize guest contact
- Guest amenities are discarded after each guest even if unused
- Housekeeping team are wearing with masks and gloves at all times
- Housekeeping service upon request

FOOD & BEVERAGE and CULINARY:

- At Marriott, food handlers and supervisors are trained on safe food preparation and service practices. The company's food and beverage operations are required to conduct self-inspection using its food safety standards as guidelines, and compliance is validated by independent audits
- Exposure to Marriott's food-safety program featuring enhanced sanitation guidelines and training videos for all operational associates, including hygiene and disinfecting practices

- All associates are equipped with masks
- Lobby lounge and waiting area social distancing measures and signage are in place
- Hand sanitizers and wipes are placed on all tables and public areas in general
- Culinary team following “No bare hands” rule and are all equipped with gloves and masks
- Sterilization of all chinaware, glassware and cutlery using high temperature washing equipment
- All cutlery is sealed for each guest’s personal use after sterilization process
- Disposable cutlery kits are available upon guest request
- Tables and chairs are spaced to ensure proper distancing
- The placement of signage to remind guests to maintain social distancing protocols
- The implementation of contactless menus at all dining outlets via QR codes
- Modifying our operational practices to implement contactless in-room dining
- Bars and outlets are thoroughly cleaned and disinfected every hour
- Bartenders are fully equipped with personal protective equipment including masks and gloves

POOL and RECREATION:

- The gym, pool and pool areas likewise are frequently cleaned and disinfected throughout the day, every hour and after each guest use
- Pools are cleaned with 2-3 ppm of chlorine on a daily basis
- Sunbathing beds are cleaned and disinfected every one hour and after each guest use and were arranged with social distancing measures in place
- Pool towels are available in guest rooms and returned to guest rooms for laundry service to minimize contact
- Gym is cleaned once a day using hospital-grade disinfectants plus general disinfection of machines and floors every hour or after each guest use

LAUNDRY:

- Linens, sheets, towels are all sealed per room and also collected from each room separately
- Washing machines and dryers use high heat and are sanitized regularly
- In any suspected case, room is disinfected thoroughly and linens, sheets and towels are separated, cleaned and disinfected in separate high heat washing machines and dryers

ENGINEERING:

- Ladies and gentlemen of the engineering team are always equipped with personal protective equipment at all times
- Air conditioners and air filters are equipped with chlorine kits for air disinfection practices □
Air filtration process is taken on a weekly basis
- In case our engineering ladies and gentlemen need to enter guest rooms for maintenance, housekeeping must immediately follow to ensure all touch points are disinfected

PUBLIC AREAS:

- The placement of signage to remind guests to maintain social distancing protocols
- Regular and rigorous cleaning protocols and disinfection across public areas, requiring that surfaces and all high-touch areas such as door handles, elevator buttons, hand rails, telephones and remote controls are treated with hospital-grade disinfectants with increased frequency
- Availability of hand sanitizers and wipes at all public areas
- All associates are strictly wearing masks at all public areas

BEAUTY SALON:

- The beauty salon is frequently cleaned and disinfected throughout the day every one hour and after each guest use
- Social distancing measures are in place
- All towels are sealed separately and only opened with used by every guest
- Beauty salon team are equipped with masks
- All tables are equipped with hand sanitizers

CASINO:

- The casino is frequently cleaned and disinfected throughout the day, every hour and after each guest use
- Casino associates are equipped with masks
- All tables and chairs are arranged in a way where social distancing measures are in place
- All tables and areas are equipped with hand sanitizers

MEETING ROOMS:

- Keeping the social distance in the meeting room setup
- Cleaning and disinfection of the meeting room after each use by our Housekeeping team
- Making general disinfection after each group by our disinfection company
- All utensils used in coffee breaks (napkins, forks , knives, etc.) are being cleaned, disinfected and sealed in plastic bag to be opened by the guest only
- All food and beverage are served individually to the guests

YOUR CHOICE

To comply with enhanced safety and health protocols as well as government directions, we are adding changes to the existing operational cleaning routines to reduce direct interaction between housekeeping associates and guests.

Your choice is a newly designed program that keeps the variation of new protocols and operational needs to align with the new norm. This program enables guests to choose their housekeeping cleaning frequency and supports the new environment for both associates and guests.

The Nile Ritz-Carlton, Cairo | 1113 Corniche El Nil, Ismailia, Qasr El Nil, Cairo Governorate 11221 |
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