



DISCOVERY

*Suites*

MANILA, PHILIPPINES

SAFE  
LIKE  
HOME



# *Our commitment to your safety*

We value your peace of mind.  
We want you to know that it is our commitment  
to make you safe and protected  
when you stay here at your  
safe haven.

A stylized, handwritten signature in white ink, appearing to read 'Janice Tiambeng'. The signature is fluid and cursive, with a large, prominent 'J' at the beginning.

Janice Tiambeng  
General Manager

- Vehicle tires are disinfected at the parking entrance.
- Dip mat with disinfectant is installed at entrance points.
- Thermal scanning of body temperature is done prior to entry.
- Guests must sanitize hands with 70% alcohol solution.
- Employees are wearing necessary PPE at all times, and are required to disinfect at all times.
- Social distancing is mandatory, at least 1-2 meters (3-6 feet).



# YOUR ARRIVAL

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- All guests must accomplish Health/Travel History Declaration Card by the Department of Health (DOH) upon check-in.
- Protective glass barriers are installed at the Front Desk.
- Guest engagement during the stay is done through phone calls.
- Turndown set-up is arranged prior to guest arrival.
- Virtual and digital notices on TV are made available.



## DURING YOUR STAY

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- All rooms are cleaned and sanitized by our staff wearing necessary PPE such as overall suit, mask, face shield, and hand gloves.
- All dishes, cutleries and glassware are cleaned thoroughly.
- All contact points (door knobs, counter top, tables, chairs, telephone unit, shower handle, etc.) in the rooms are sanitized during room cleaning.
- Rooms, equipment and amenities are sanitized with disinfecting agents such as Viralcycle, Lysol, Chlorox, and Go Getter.



## ROOM SANITATION

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- Rooms are deep cleaned for two (2) days before a new guest occupies. Three (3) staff are assigned to do the following:
  - Rooms are stripped off
  - Linens are segregated and washed separately from other linens.
- Waste is considered hazardous and are separated from regular wastes.
- Trash bags are in different colors, with marks on hazardous wastes.



# ROOM SANITATION

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- Laundry linens:
  - Use of Sodium Hypochlorite as disinfecting and bleaching agent on all white wash loads.
  - Secondary chemical for colored wash is Sodium Percarbonate, and Benzalkonium Chloride as biocide.
  - Heat temperature of 100-150 °C
- Toilet Seat Seal is installed after sanitation.



# ROOM SANITATION

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- All contact points (elevator buttons, door knobs, counter tops, door handles, chairs, etc.) in public areas are sanitized every 30 minutes - 1 hour.
- Public restrooms are sanitized every 2 hours.
- Hand sanitizing stations with Health & Safety reminders are installed in all public areas such as the hotel entrance, Front Desk, public restrooms, ground floor elevator landing area, reception areas of restaurants, function rooms, and offices.
- Social distancing is mandatory, at least 1-2 meters (3-6 feet).



## THE PUBLIC SPACE

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