

Secret Ella

COVID-19 prevention protocol

Main entrance (Gate)

You will be received with a traditional welcome “Ayubowan” while you are in the vehicle.

Body temperature will be checked of every guest, including the driver while you are in the car and data will be recorded for future reference.

Check in hut

Guest record form will be given at the same time to fill it inside the vehicle.

Once the result is in accordance with the SLTB guidelines you will be directed to the reception for check in

Main car park underneath chalets

Your vehicle has to be parked at the corner of the car park.

Hand sanitizing and foot bath to be done at the car park.

Butler will open the doors and accompany you to the room.

The luggage will be unloaded, sanitized and carried to the room by the assigned butler.

Accompanying guests to the room

Assigned butler will accompany you up to the chalet/ bungalow.

Welcome drinks will be served at the room entrance with disposable cups.

Registration card will be handed over in a sanitized folder with a sanitized pen for you to register and check in.

All the menus and the guidebooks will be sent digitally to the guests.

Dining at the Restaurant

Your body temperature will be checked and recorded before entering the restaurant.

You will be accompanied to the allocated table keeping the standard distance.

Assigned butlers will do the services, following standard operating procedures.

During your stay

Your body temperature will be re- checked before entering the hotel, in the event you were out of the hotel premises

Please follow sanitizing protocols before entering the room.

Check out

Your body temperature will be checked again upon departure and recorded for future reference.

Credit card transactions are encouraged to minimize cross contamination.

Kindly note all above procedures are placed to protect you from COVID-19 pandemic according to WHO standards.