

COVID—19 Protocols and Safety Measures at Pan Pacific Sonargaon Dhaka

Health and safety in all areas have become more important than ever. The Pan Pacific Cares Program of Pan Pacific Hotels Group complements our strict cleaning and hygiene protocol already in place, and includes the implementation of measures to improve safety throughout all our guests and associates touch points.

Pan Pacific Hotels Group has partnered with Diversey, following recommended protocols in accordance with World Health Organization (WHO) guidelines, and using leading cleaning and infection prevention solutions that include healthcare grade disinfectants that are certified and approved by US Environmental Protection Agency (EPA) to be effective against SARS-CoV-2 (COVID-19).

Below are the protocols and changes to our operations which are strictly implemented and maintained upon re-opening.

Cleanliness, hygiene and safety

All of our associates have gone through and been fully trained to follow every new standard in each department. They are temperature checked on arrival and departure from the Hotel. Individual records are kept.

Airport Check-in offices and pickup service will be limited to one passenger for SUV's and one passenger per row in our minibuses. Guest temperature checks will be performed on arrival.

All hotel vehicles are sanitised before and after each use and vehicles will contain hand sanitisers and facemasks. Upon arrival at the hotel, guest temperature checks



are performed a second time. Our lobby ambassadors will direct guests to a fully protected check-in desk.

Associates are provided with hand sanitisation facilities, facemasks, gloves, and disinfectant micro cleaning dusters.

Guest room cleaning has an established protocol for thoroughly cleaning and protecting guests. Until the end of 2020, the hotel will occupy guest rooms on a rotational basis and leave rooms vacant for 24-hours to facilitate new cleaning measures.

Dining facilities and services

Dining areas, Lobby Lounge and Cafe Bazar have been rearranged with the social distancing protocol- guests are seated six feet apart.

In lieu of printed menus, use of digital menu boards or tablets. Printed menus will be sanitised after each use, alternatively single use menus. QR code options are being utilised.

Food preparation stations are sanitised

every hour, and food service is now contactless.

Service stations, service carts, beverage stations, counters, handrails and trays are sanitised at least once per hour and logged by a manager.

Dining tables, bar tops, stools and chairs are sanitised after each use.

Kitchen

Kitchens are deep cleaned and sanitised at least once per day. All food supplies and dry goods are washed and sanitised prior to transferring to preparation area or dry goods store. Trays (all types) and tray stands are sanitised after each use. Storage containers are sanitised before and after each use. Food preparation stations are sanitised at least once per hour.

Catering facilities and services

Seating arrangements in all of our event rooms are governed by strict safety standards and guidelines. New event room spacing and capacity charts are now available.

All restaurant/bar and lobby public seating have been rearranged with social distancing in mind (six feet separations).

Guest considerations

Condiments to be served in individual packets or sanitised individual containers or sachets. Pre-sanitised cutlery to be pre-wrapped in napkins and offered only after seating. Sanitised glassware on tables protected with lids.

Recreational facilities and services

Fitness centre occupancy are limited by separation requirements. Spa and swimming pool guests will have time slots allocated at their convenience. Seating arrangements in the swimming pool area are maintained with a 6 feet gap in-between. Seating in our hair salons and services to guests follow strict protocols.

The hotel has a medical doctor and full nursing staff on property seven days a week. The hotel also maintains especially assigned isolation guest rooms to handle symptomatic guests or associates.

The wellbeing of our guests and associates is of the highest and utmost priority. We wish to assure all of our guests and associates of our utmost attention to safety details which will be upheld.

Should you have any questions concerning our safety protocols, please contact the hotel directly at **+88 02 55028008** and ask for the Sales and Catering Department or email your queries at sales.ppdac@panpacific.com

Photo courtesy: Pan Pacific Sonargaon, Dhaka



Walk Down The Aisle

At Pan Pacific Sonargaon Dhaka

Our elegant wedding venues provide the most romantic setup for your special celebration. Our dedicated planners are here to assist you at every stage to help you realize the wedding of your dreams. Our team of expert chefs can also curate your desired menu fit for the occasion.

Let our catering specialists design a customized and memorable event for you.

For reservations and inquiries:

Please Speak with us at **+88 02 55028008, +88 02 9128008** or Email us at fbsservice.dac@panpacific.com

