

3 June 2020

Dear Valued Guests,

We are seeing society approach a new normal in Ho Chi Minh City and around the globe. Habits that were non-existent before have been formed during this period.

On 23 April 2020, Vietnam lifted its 22-day social distancing as COVID-19 has been successfully contained, with a range of zero to one since 19 May. Most trades and services are back in business. Domestic flights, public transportation, inter-provincial transportation, hotels, monuments, tourism attractions, and government offices have reopened with safety measures in place, and the issuance of e-visas will be resuming in July 2020.

The Hotel Equatorial Ho Chi Minh City team is evolving with the situation and hope that the challenging times are behind us as we are optimistic in working towards brighter tomorrows together.

Please be assured of our continued commitment and vigilance in providing the highest levels of care, hygiene and safety for our guests following the stringent guidelines set by Vietnam Health Department and the World Health Organization (WHO).

Below are the standards we have set in place.

FOR OUR GUESTS

- Temperature of guests will be taken at the Reception
- Hand sanitizers are made available in public areas of the hotel for guests' use
- Frequent disinfection of all high-touch areas including call buttons and panel control in elevators, light switches, door handles, public washrooms, telephones and the reception counter
- Housekeeping staff assigned to clean rooms will wear proper protective equipment, as well as applying alcohol hand rubs before and after wearing gloves
- Checked-out guests rooms will not be sold for 48 hours in order for us to do a thorough cleaning and disinfection
- At restaurants and lounge, we have reconfigured the seating arrangements to observe social distancing protocols. Disinfection of tables and chairs will be carried out before and after usage at our restaurants and lounge. We also have commenced our weekend buffets in Chit Chat at the Café. It will be mandatory for all guests to wear masks as they approach the food stations

FOR OUR STAFF

- Temperature of all staff reporting for work is taken by Security at the employee's entrance
- Wearing of face masks are compulsory for all staff, suppliers and contractors when in the premises of the hotel
- Constant and regular hand-washing is practiced
- Hand sanitizer stations throughout the staff service areas
- Daily briefings with the staff on how to maintain hygiene and stay healthy, plus hygiene posters on staff bulletin boards in English and Vietnamese

BOOK WITH CONFIDENCE

Given the current situation, we are also offering extra flexibility for selected room promotions made directly with us. It includes no cancellation fee, and an option to change arrival date for stays from 18 March – 31 October 2020. If bookings were made through another channel or travel site, please contact the respective agencies for assistance.

PART OF THE NEIGHBOURHOOD

In our 50 years of operations, Equatorial has faced many challenges and were able to do so because of your support and trust in us. While adapting to the current climate and making changes in how we operate, our core remains. We are still defined by our location and its people, and strive to provide genuine warm hospitality to our guests as part of one community.

Thank you for choosing Hotel Equatorial Ho Chi Minh and we look forward to welcoming you again.

Wishing you all good health and safety!

Siegfried Steindl
General Manager