



BELMOND

BELMOND PROTECTS

Providing a safe environment for our associates and guests

Across all of Belmond's properties and experiences, every element of the guest experience has been considered and reviewed to ensure that our guests can feel at ease when they travel with us. For further information about the extensive measures we have put in place or the industry leaders we work with please review the FAQs below or contact your account manager.

We look forward to welcoming our guests back to a safe and clean hotel environment when the time comes.

Ensure you have the latest information, visit belmondpro.com

FREQUENTLY ASKED QUESTIONS

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[GUESTS](#) | [EMPLOYEES](#) | [OTHER](#) | [CONTACTS](#)

What are the changes you are making to cleaning practices?

Belmond will be implementing a series of new cleaning protocols to provide a safe environment for guests and employees. As part of this, Belmond will be including extra protocols for staff personal hygiene, removing unnecessary touch points, cleaning and disinfection and social distancing for pre-opening and after Belmond has opened.

Preopening

Providing a safe environment for our guests and employees is our top priority. Belmond has extremely robust hygiene and cleanliness procedures in place. We will be implementing a series of new cleaning protocols targeted to protect against Covid-19 and ensure our even-higher standards are achieved and upheld. As part of these enhanced measures, Belmond will be including extra protocols for staff personal hygiene, removing unnecessary touch points, cleaning and disinfection and social distancing for pre-opening and after Belmond has opened.

Belmond has established procedures to ensure the regular deep cleaning of its hotels and other properties, for example following a period of seasonal closure. We will be conducting a full deep clean of all areas at every hotel, train and river cruise prior to re-opening, following these well-established best practices. To provide an extra layer of protection, however, specific measures to protect against Covid-19 will be carried out.

This will include the removal and deep cleaning of all curtains, fabrics, quilts, pillows and cushions. All floors and hard surfaces will be cleaned and disinfected with a cleaning product



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approved to tackle Covid-19. All carpets will be disinfected and steam cleaning of upholstered furniture and mattresses will also be carried out.

The super-chlorination of all swimming pools will be carried out prior to re-opening. Coronavirus is killed by chlorine, so it is safe to keep outdoor swimming pools operational. Chlorine will be added to our sea water swimming pools, and kept within the operating parameters of regular swimming pools. Pools that are open will be staffed to ensure adherence to social distancing in and around pools.

Cleaning Practices



Once Belmond has re-opened, Belmond will be carefully reviewing government advice with respect to PPE (personal protective equipment) requirements on an ongoing basis. Depending on guest-employee proximity in an area in which these measures are being implemented, and whenever it is deemed to be required, Belmond's employees will be wearing protective wear, which could include face covers and disposable gloves. Face covers will be available for guests at all times. All standard operating procedures will be reviewed and updated accordingly based on local code and regulations.

Our comprehensive operating procedures mandating the regular cleaning of all surface areas in operation will be further enhanced with the use of even stronger disinfectants that are proven to effectively kill Covid-19.

A safety management team will be established at every property prior to reopening to ensure employees continue to receive regular training on these protocols. We have engaged a third-party specialist to ensure that standards are kept under review and validated. All protocols and procedures will be subject to updates in line with the very latest guidance from relevant health and industry authorities.

Will the properties change their check in process?

Belmond remains steadfast in our commitment to provide every guest, partner and employee with the highest standards of service and care. In order to ensure Belmond is effectively protecting those at their properties, Belmond will be making changes to their check in process across their portfolio.



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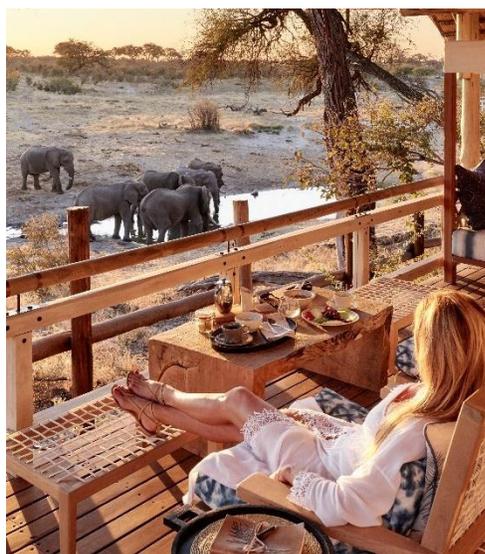
Belmond will be asking guests who book directly to complete the check-in process prior to arrival. Additionally, Belmond will be providing pre-arrival communications to guests directly and via travel agent partners that will answer frequently asked questions and offer property-specific information, including what is being done about Covid-19 at the property where they are due to stay. A contact person will be provided to those checking in to clarify any questions guests may have.

Will you be putting in place measures to check guests on arrival for symptoms of Covid-19?

We strongly encourage all guests to notify our team or their travel agent prior to arrival in the event they or any member of their travel group are displaying any Covid-19 symptoms. We are unfortunately unable to accommodate guests with such symptoms and our team is on-hand to support our guests with making alternative arrangements at no additional charge.

As a further precaution, Belmond will be asking all guests with a reservation for accommodation to undergo a contactless temperature-check on arrival and to complete a comprehensive registration form. We will make this form available electronically so that guests can complete it prior and quickly confirm the information on arrival. Restaurant-only guests will also be subject to a contactless temperature check. If the contactless temperature screen reveals a fever above the threshold listed by local health authorities as a possible symptom of Covid-19, or if a guest has any other symptoms consistent with Covid-19, we will unfortunately be unable to provide overnight accommodation (or a meal, in the case of restaurant only guest), but these guests (and their party) will be cared for in a separate designated room by a dedicated team who will ensure suitable onward care is arranged.

What measures will be in place in the restaurants?



Buffets and self-service options will not be provided and will be replaced by a-la-carte options.

We will also be reviewing the floorplans and making use of our stunning outdoor dining options as well as staggering dining times and looking at additional minimal capacity measures to maintain social distancing guidelines in these areas. The specifics of these measures will be determined by the individual property teams in consultation the relevant health bodies and third-party specialists.

Will you offer enhanced in-room dining experiences to limit interaction with other guests?



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Belmond will be offering in room breakfast and dining should guests wish to dine in private. In Room dining has been reviewed to ensure it adheres with strict Covid-19 guidelines.

How will the spa experience change?

Spas may remain closed, and will only open on a case by case basis if social distancing and hygiene measures can be introduced. Guests will be notified of the services available at their chosen destination prior to arrival. All open spas will of course meet our enhanced cleaning protocols.

Will you have social distancing measures in place at your pools?



Yes – we will ask guests to respect social distancing guidelines when using the pool, as in other public areas. Pools that are open will be staffed to ensure adherence to social distancing in and around pools.

Sun beds will be spaced apart so as to adhere to social distancing guidance. The number of sunbeds available will be in line with the occupancy of the hotel, removing unneeded sunbeds to maximize the space. Social distancing will be respected at all times when food or drink is served.

Please note that in some locations pools may remain closed. Guests will be informed prior to arrival should this be the case at their chosen destination. .

Will any of the activities that you arrange (hiking/horse-riding) be taking place under these rules?

Excursions will continue but with added protocols in place. Guides will be asked to wash their hands regularly, and will be wearing face-covers. Likewise, guests will be offered disposable face covers in case they would like to use one.

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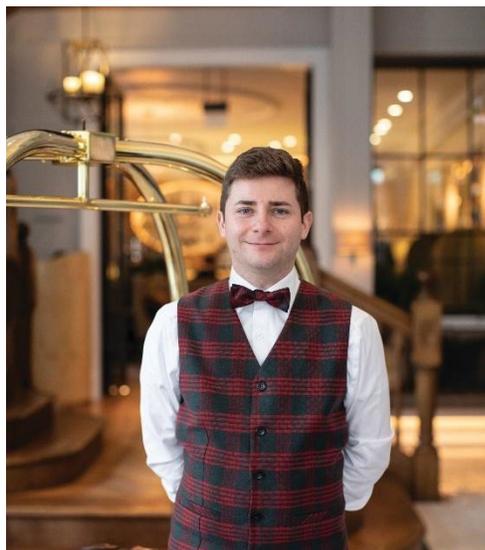
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Will there be any particular arrangements made for elderly guests under these rules?

As always, our aim is to ensure that every guest's stay is as safe and comfortable as possible. We will continue to communicate with all of our guests prior to arrival to ensure that they have the very latest information on the protective measures we have put in place and what to expect throughout the Belmond journey, prior to their stay. As we have done previously, all guests will be asked whether there are any special requirements or particular preferences that we should be aware of and we will always seek to accommodate these, over and beyond our extensive practices and inclusive services.

How is Belmond specifically preparing their employees to protect them at work?



As well as providing comprehensive training to all associates, with further specific training according to their functional area, Belmond is working with supply partners to equip their staff with the necessary protective equipment. Belmond will also be taking steps to ensure that face-to-face contact will be reduced where appropriate.

A safety management team will be established at every property prior to reopening to ensure employees receive regular training. We have engaged a third-party specialist to ensure that our enhanced standards are validated and regularly reviewed. All protocols and procedures will be subject to updates in line with the very latest guidance from relevant health and industry

authorities.

How long are the health and safety measures going to last?

At present, the nature of how the pandemic will progress is unclear. However, Belmond is currently making preparations across their hotels and experiences for all eventualities.



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Belmond continues to follow closely the latest guidance from governments and world health authorities and will undertake comprehensive and continual reviews of our operations to ensure that our comprehensive health and safety protocols, developed in partnership with a third-party specialist, continue to meet the highest of standards, adhering to all new requirements

Our Flexible Booking Policy

Belmond is committed to providing our guests with travel planning flexibility as possible, so you can book your next travel experience with confidence.

Please be aware that previously applicable change and cancellation fees are currently being waived across our entire portfolio. [Click here for our current policy](#)>

Who can I contact for further information or details?

Our Global Sales Team is always at the disposal of our trade partners to answer any questions and we also have an email address to reach out to our Health & Safety teams

HealthandSafety@belmond.com