



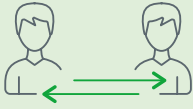
## OUR PLEDGE TO YOU

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### Resort Wide

- Enhanced cleaning programmes and use of Ecolab disinfectants, proven against COVID-19
- Anti-bacterial soaps and alcohol based hand sanitiser available in all areas of the Resort
- Contactless payment
- Tables when dining are thoroughly sanitised between guests



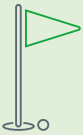
### Arrival

- Spacious car parking, contactless arrival
- Luggage handles sanitised and bags stored hygienically
- Key cards sanitised with ultraviolet light



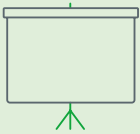
### Bedrooms

- Bedrooms sanitised and sealed for every arriving guest
- Enhanced do-not-disturb service providing items contact free for our guests who prefer as little face to face interaction as possible
- Improved laundry facility with all items being thermally disinfected



### Golf

- Socially distanced and capacity controlled
- On course sanitiser
- All golf buggies sanitised between each guest



### Meetings & Events

- All our meeting rooms have direct access to outdoor space
- Meeting and event spaces access controlled with new deep cleaning protocols and all touch points sanitised regularly
- Electrostatic sprayers utilised daily



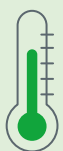
### Meeting Room Setup and AV

- All furniture and equipment sanitised before event using electro static machine
- Hand sanitiser and wipes available for guests inside and outside meeting rooms
- Wipe down stations for phones, laptops etc available
- All dry hire equipment will be set up and collected with the use of gloves and a face mask
- Prioritise set up/derig to a time where it can be done safely with few or no people in the meeting rooms
- Anti-bacterial wipes will be left with shared items such as microphones and clickers
- All conference equipment will be set up and sanitised before and after use
- All technicians will wear gloves and face masks when they are in conference rooms
- Technicians will take responsibility for sanitising shared equipment between uses, such as microphones and remote clickers



### Meeting Food and Beverage

- Our kitchen will continue to exercise increased levels of hygiene practices
- Outdoor space is available, weather dependant, for tea, coffee breaks and lunch



### Hybrid Events

- Our onsite AV specialists G3 Events, are helping our clients find new solutions for hybrid events

### Our Team

- Team members trained on infection mitigation, proper sanitising and providing service whilst social distancing
- Team members wear appropriate PPE and temperature screened at the start of every shift
- Advising guests to wash hands and use sanitiser