

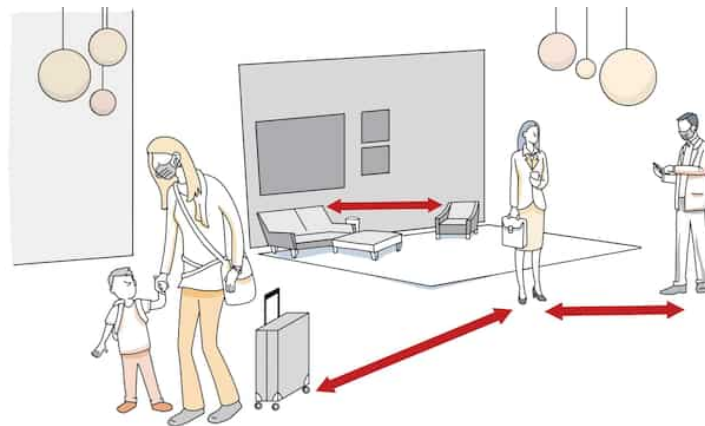
# The White Orchid Hotel.

**Committed to delivering a clean, comfortable and safe environment through W.H.O. and Lagos State approved health and safety protocols**

Our highest priority at The White Orchid Hotel is the health, safety, and comfort of our hotel guests. COVID-19 has fundamentally changed the way we live, and we are adjusting our daily hotel operations to fit within the new normal. In response to this, we and a team of experts have reviewed our existing health and safety processes and developed a new safety protocol. This in-depth cleanliness and disinfection protocol are designed to ensure your health and safety, and peace of mind.

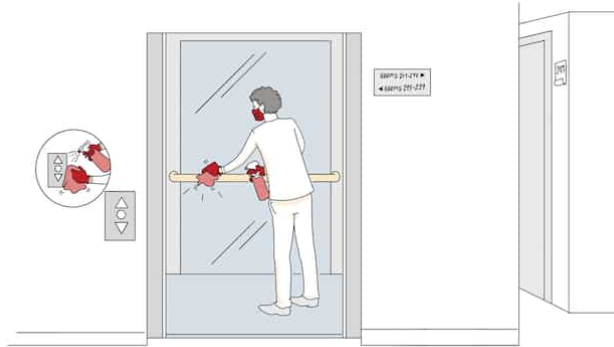
## What are the new protocols?

A new 17-step protocol for our hotel has been introduced. New cleaning and disinfection procedures, increased attention to safety in communal spaces, protective equipment, and updated training for team members are included in the new protocols. The protocols describe specific processes and measures that are designed to make you feel confident when you stay with us, for your information and guidance we've outlined them below:



### 1. Physical distancing

We are implementing physical distancing measures throughout the hotel.



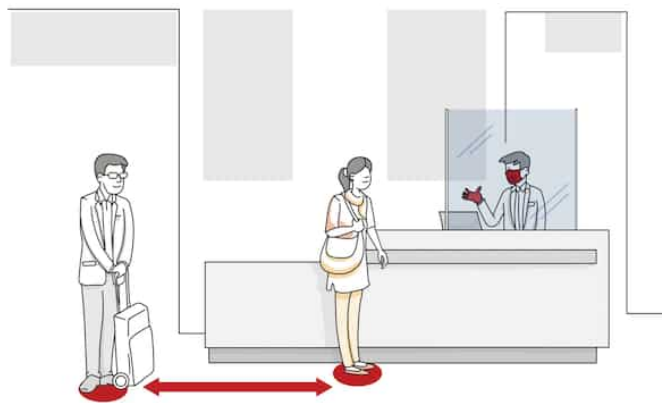
## 2. Increase cleaning and disinfecting

We are increasing cleaning and disinfecting frequency throughout the hotel, paying particular attention to high-touch items.



## 3. Air circulation

We are improving air conditioning, cleaning and circulation processes to increase air quality.



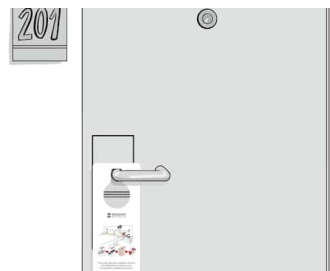
#### **4. Sanitizing stations**

We are installing alcohol-based hand sanitizing stations near the front entrances and public areas.



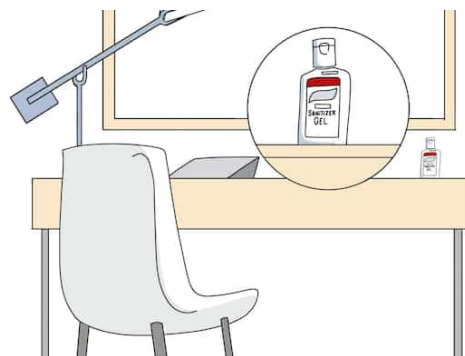
#### **5. Disinfected key cards**

We are providing clean and disinfected key cards upon check-in.



#### **6. Door hangers**

We display door hangers with cleaning and disinfecting information, and provide all relevant information upon booking, and or upon arrival.



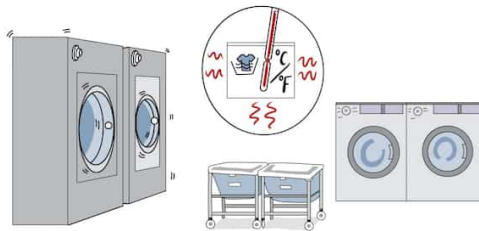
#### **7. Travel-size hand sanitizer**

We provide each guest room with a travel-size hand sanitizer.



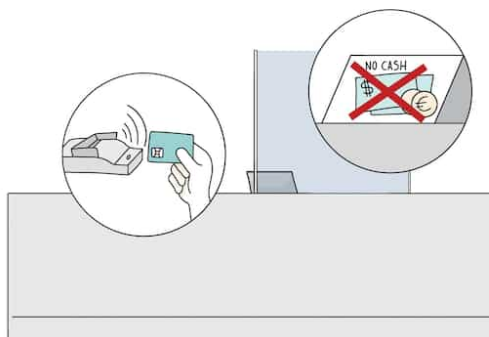
## 8. TV remote

We provide a clean and disinfected TV remote in an individually sealed and protective bag.



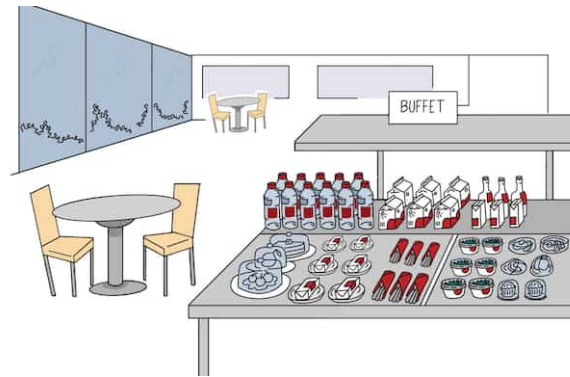
## 9. Linens

We wash all hotel linens and towelling at a high temperature for optimal disinfection.



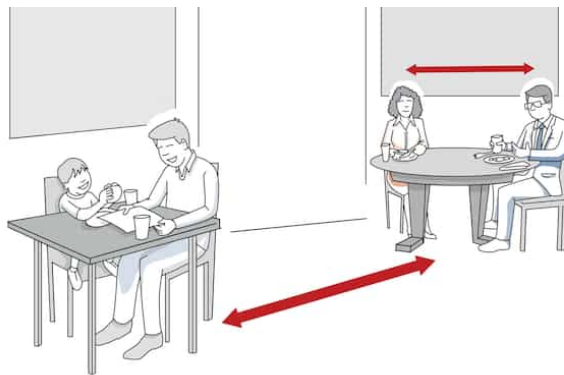
## 10. Methods of payment

We offer cash-free methods of payment.



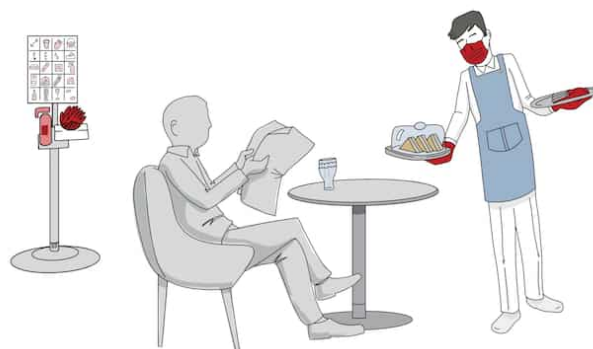
## 11. Grab and go

We offer individually packaged and other grab-and-go food options at the hotel while buffet service has been discontinued health and safety reasons.



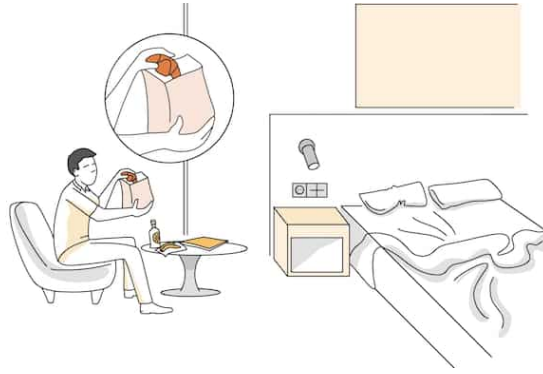
## 12. Hotel bar and restaurant

We space tables apart in the hotel bar and restaurant to provide physical distancing.



## 13. Food safety

We adhere to strict safety procedures while serving all food and beverages.



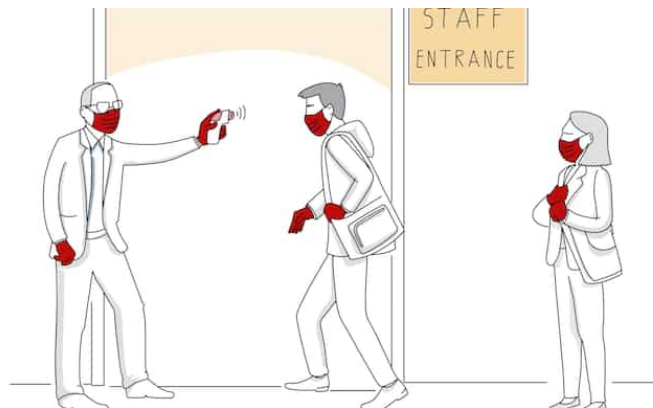
## 14. Minibar

We lock or remove all minibars.



## 15. Health and Safety Team training

We provide team members with a comprehensive hygiene and prevention training program.



## 16. Team member temperature checks

We administer temperature checks for team members and suppliers when legally permitted or required.



### **17. Team member PPE**

We provide team members with personal protective equipment.

