

COVID-19 – OUR COMMITMENT TO YOU

COVID-19 is changing everything about life, work, and travel as we know it, and we're all focused on how to best protect and support our guests, employees, families, and communities during these uncertain times.

From the outset we have been taking proactive steps to minimise the impact on our business operations and protect our guests and employees. Like most businesses, we are experiencing some day to day disruption, but we are committed to do our part in the fight against coronavirus. As the situation around COVID-19 evolves, we wanted to reassure you that we will continue to stay on top of things during the months ahead.

Here's what we've done so far, to make sure all our guests, visitors, and employees can continue to enjoy our Dubai International Hotel hospitality.

ARRIVAL, CHECK-IN, AND CHECK-OUT

Whenever possible, we ask that you prepay your booking online or pay cashless for your stay, so that we can minimize handling cash. We have eliminated paper bills and invoices and instead email you copies of all documents.

All our receptionists wear PPE while on duty and we have also installed protective shields at all our reception desks. PPE and hand sanitizers are provided at all desks for your safety. We kindly ask you to adhere to the social distancing guidelines and floor stickers when approaching any of our reception desks. We've introduced temperature checks for all employees and guests arriving at Dubai International Hotel.

We've also temporarily rearranged all our public area furniture to comply with the recommended social distancing minimum distances. All our guest rooms are cleaned using Dubai Health Authority recommended methods and chemicals and all rooms are thoroughly disinfected after guests have departed.

WHILE YOU'RE HERE

All our public areas are disinfected regularly. We've temporarily limited the capacity of all our lifts and they, too, are disinfected hourly.

All our guest room doors are designed so that they can be opened without touching the door handles – simply use your key card and push the door open. We've removed most printed materials from our guest rooms for the time being – you can access room service menus, newspapers, in-room directories, and many other useful information directly via the Smart TV in your room or by scanning the QR code notices placed in your room.

Currently, minibar service is available on request only and we've also removed smaller electrical devices from our guest rooms – if you need bathrooms scales, a hairdryer, or other amenities, simply contact reception. Our restaurants are ready to welcome you, but we've limited each restaurant's capacity to ensure that diners and guests can socially distance easily. Digital menus and QR code accessible menus are available in all outlets. All our kitchen and service team-members wear PPE at all times and strictly adhere to Dubai Health Authority guidelines. You may be asked to wear protective masks and gloves when entering our restaurants.

Please keep in mind that guidelines and regulations re. COVID-19 change frequently. We'll update this document regularly and continue to follow all guidelines, laws, and regulations put in place by the UAE government, Dubai Municipality, Dubai Tourism, and Dubai International Airport.