

Pagoda Resort & Spa Statement on the Novel Coronavirus (COVID-19)

Pagoda Resort & Spa (Pagoda) has stepped up precautionary measures on preventing the spread of the Novel Coronavirus (COVID-19).

The safety of our guests and employees are of paramount importance to us. Pagoda will do everything that we can to ensure that our guests have a safe and pleasant experience.

The following have been implemented and form part of Pagoda's policy and procedure.

Our staff has been briefed on the guidelines provided by the Western Australia Department of Health. In terms of measures taken, Front desks are equipped with infrared thermometers to conduct temperature checks on all guests when required. Staff and guests who are unwell with any symptoms of fever, flu or respiratory problems are asked to consult a doctor immediately. For overseas guests, our hotel teams will assist to call in a doctor.

Additional measures include staff briefings to reinforce the rules and practices of good personal hygiene, provision of medical masks and gloves for staff and guests, as well as hand sanitisers that are placed at guest contact areas such as hotel foyer. Special attention has also been placed to sanitise public contact points such as elevator buttons, reception counters and conference/meeting rooms. The cleaning of guest rooms have also been stepped up.

Daily meetings are conducted to review the situation; we are in constant communication with staff to keep them updated and to advise them on appropriate measures to take.

We remain vigilant and will work closely with the authorities for the health and safety of all stakeholders.

Thank you for choosing Pagoda Resort & Spa, we look forward to your visit with us.