



## ANI SAFETY PROTOCOLS

June 2022

The Team at ANI Thailand looks forward to welcoming you soon.

ANI, by concept, has always been yours alone to share with family and friends. Today, more than ever, our loyal guests treasure the private spaces and experience we provide at your home away from home. Every detail – from special dining, cultural and wellness moments, to kids' activities and explorations of the region – is tailored to ensure a bespoke experiences that defies expectations.

We have always been committed to providing peace of mind when you are staying at any of our Private Resorts, allowing you to relax, reconnect and enjoy quality time with friends and family. Our team in each destination has spent the last 2 years adapting our tailored service and experience to the “post-covid” world, ensuring the safety of our team and guests, while minimizing any compromise on the warm service and attention to detail for which ANI is known.

Being in the unique position of welcoming only one group at the time, we can customize our protocols for each group; tightening or loosening our distancing and service, to meet your preferences – so long as the safety of our guests, teams and government mandated protocols are respected.

When you are with us at ANI Private Resorts, all guests will be those you are traveling with. As such, we do not require social distancing between guests themselves, but can arrange protocols among your party as requested.

Our general managers on the ground are staying updated on the regulations in each location as they are refined and updating our own protocols on a regular basis. Please don't hesitate to contact us should you wish to receive the latest travel requirements or in-house safety guidelines for any of our four destinations.

More than anything though, we hope that you and your families are all safe and healthy. Our teams stand ready when you have plans to travel with friends and family for a remarkable Private Resort experience.

Andrew Gianfranco-Cotel and the ANI Thailand Team.



## THAILAND PASS

### PRE-ARRIVAL REQUIREMENTS FOR VACCINATED GUESTS

The Team at ANI Private Resorts offers assistance with Thailand Pass application:

- Thailand Pass
- Covid travel insurance with the coverage of US\$10,000 (fee applicable)

Guests will be asked to provide:

- A certificate of COVID-19 full vaccination (2 vaccines)/recovery
- ANI kindly requests guest provide confirmed airline tickets 10 working days before departure to ensure registration of the Thailand Pass for each guest

### PRE-ARRIVAL REQUIREMENTS FOR UNVACCINATED GUESTS

The Team at ANI Private Resorts offers assistance with Thailand Pass application:

- Thailand Pass
- Covid travel insurance with the coverage of US\$10,000 (fee applicable)

Guests will be asked to provide:

- Attach passport and COVID-19 RT-PCR / Professional ATK (NOT self-ATK) test result issued within 72 hours before traveling (this must be attached to the Thailand Pass)
- ANI kindly requests guest provide confirmed airline tickets 10 working days before departure to ensure registration of each guests Thailand Pass



#### STAFF VACINATIONS AND TESTING

- All staff at ANI Thailand have been tested, and on March 1, 2022, they all received a 3rd Booster shot
- Staff are checked for temperature and general health on a daily basis and tested regularly to identify anyone that may have been exposed.
- We keep any positive cases isolated and have them test negative prior to returning to service at the resort

#### FOCUS AREAS

- We will be using the “Wai” traditional Thai greeting at all resorts and not shaking hands
- Hand sanitizers are positioned throughout the properties, including in all back of house staff areas. Guests are requested to sanitize their hands regularly and staff will wash/sanitize their hands regularly after touching any surfaces
- Staff use a variety of disinfecting/cleaning including disinfecting cleaners, hydrostatic spray, and ultraviolet wands
- Face masks will be used by staff while directly servicing guests within the resort. Guests are not required to wear face masks except for during direct service activities such as spa treatments and cooking classes. Masks are available on request at any time for our guests
- Guests are requested to avoid entry to staff work areas including the kitchen.
- Self- service drinks and snacks will be offered at all times in guest areas



#### **HOUSEKEEPING**

Direct contact surfaces in all areas are frequently cleaned and sanitized with disinfectants and approved sanitizers. All guest keys / in-room phones / TV remote controls and AC remote controls are sealed after initial sanitization. All dust bins in the rooms are cleared into garbage bags and sealed immediately.

Guests are requested to vacate their rooms while housekeeping is conducted. In addition, guests should use designated laundry and garbage disposal.

#### **SPA**

Massage treatments are offered to guests and guests are required to wear masks during contact treatments. No Facials are offered – and other treatments may be limited based on government and company regulations. Treatment rooms will be thoroughly cleaned after all treatments, with open times set between appointments.

#### **GYM**

The gym will remain open 24 hours for our guest use, with a frequent full cleaning scheduled.

#### **MEALS & BEVERAGE SERVICE**

We offer full meal and beverage service for all guests at all meals. Depending on local guidelines, the team may implement general social distancing protocols for how table service is provided. We can tighten or loosen our distancing and service at the request of our guests in residence so long as baseline protocols are in place.

#### **OUTSIDE VISITORS, SERVICE PROVIDERS AND VENDORS**

In general, we will keep to a minimum the number of outside visitors and service providers to enter the property – limited to only those specifically requested and required by our guests. For any that do visit, general health assessment will be handled at the security check point.



#### **OUTSIDE ACTIVITIES AND EXCURSIONS**

In destinations that allow for our guests to take part in outside activities and excursions we will follow locally set regulations and protocols for our guests off-property and make all efforts to keep our guests distanced from the local community – including not using any public or shared vehicles and boats.

#### **POSITIVE COVID PROTOCOLS**

Should a guest become ill, please advise our management team immediately and they will be tested. Our internal protocols call for us isolating guests testing positive in their room. So long as the guest does not require acute medical treatment, they may remain on property isolated in their room. ANI works with a partner clinic to treat any guests that may be ill, at the cost of the guest.

#### **ONWARD DESTINATION TRAVEL REQUIREMENTS**

Should testing be required for onward travel to your next destination, the ANI team can make necessary arrangements. Testing can be administered 72 hours prior to departure at the nearest available hospital.

Should a guest test positive prior to departure from ANI Thailand, we will offer a special extended stay rate until they are able to test negative for their return, if the resort is available. Should ANI Thailand not be available, the team will assist the guest in finding another lodging option until such time as they have tested negative for their return. The team will arrange daily testing to enable our guests to return home at the earliest possible date.

For any questions, please contact us at: [reservations@anivprivateresorts.com](mailto:reservations@anivprivateresorts.com)