



## **Special Message on Covid 19**

Dear valued guest,

In this time of uncertainty with the progression of the COVID-19 outbreak, we personally want to assure you that your safety and comfort remain our highest priority at Gaia-Oasis. Our thoughts are with those who are affected by this virus and those who are caring for them.

Please find below an update on what we are doing to ensure maximum flexibility for your bookings and your wellbeing when you stay with us.

### **Flexibility on your travel plans**

#### Individual Reservations

- Gaia-Oasis will allow all guests coming from countries denied entry by the Indonesian government and who have made bookings for stays before April 30, 2020, to modify their reservations free of charge or receive a refund for cancellation, where applicable. This is valid for bookings made directly with the hotel or from our website ([www.gaia-oasis.com](http://www.gaia-oasis.com)). Please contact the hotel directly to modify or cancel your reservations.
- For bookings made through a travel intermediary (e.g. travel agents, OTAs), please contact your booking provider for assistance
- For new reservations, we recognise the need for flexibility in your travel plans as well. As a special measure, we will now allow you to cancel up to three days prior to your arrival. This is valid for bookings made directly with the hotel or from our website ([www.gaia-oasis.com](http://www.gaia-oasis.com)).

#### Group Reservations

- Gaia-Oasis will allow all groups coming from countries denied entry by the Indonesian government and who have made bookings for stays before April 30, 2020, to modify their reservations free of charge, as long as the new booking takes place within the 2020 calendar year. Exceptions will be handled on a case-by-case basis.

Please note that, depending on other factors such as but not limited to government directives, we may not always be able to take new bookings or honour existing ones.

### **We Clean. We Care. We Welcome.**

We have stepped up precautionary measures at our properties as the safety of our guests and employees is paramount to us. We take the utmost care to ensure every stay with us is safe, clean and comfortable.

**We clean** our hotels to ensure safety and comfort for our guests. Our measures include:

- Rigorous cleaning and sanitisation of guest rooms.
- Frequent sanitisation of high-contact points, such as room keys, door handles, reception counters, bathrooms and seminar rooms.
- Hand sanitisers placed at guest contact areas, such as reception area and seminar room.
- Infrared thermometers available at front desk to conduct temperature checks of our guests upon request, subject to availability and appropriate hygiene and distance measures.
- Provision of medical masks for our guests in your room safety folder, subject to availability.
- Regular training of our employees ensuring proper hand and respiratory hygiene and awareness of COVID-19, and provision of personal protective equipment for employees as required. This is vital to help combat the spread of viruses and help protect the health of our employees and guests.

**We care** for our guests and employees by introducing additional measures to safeguard their wellbeing. Our employees have been briefed on the guidelines provided by the World Health Organization and Indonesian health authorities. They are ready to render assistance to any guest that may feel unwell.

We conduct daily meetings with our employees to review any relevant situation. Gaia-Oasis is in constant communication with the relevant health and travel authorities to keep our guests and employees updated. We will do our utmost to assist you upon your request.

**We welcome** our guests into our hotels with the same warmth and hospitality we have always done. While the COVID-19 outbreak is a precipitously changing and fluid situation, we are committed to keeping you informed on developments in Bali and to care for you as a valued Gaia-Oasis guest.

We look forward to welcoming you,

*Om Santi Santi Santi Om*

Gaia-Oasis Team

Updated: 21 March 2020