



General Sanitation and Hygiene Advisory

a) General Information

Due to its size and internal policy Riad Mayfez is an establishment where social distancing is done naturally:

Riad Mayfez is a large property with only 5 suites. Long before Covid, many of our guests already thought they were alone, even though the riad was fully booked.

Also, the **Riad is completely closed to non-residents of the hotel.**

All rooms enjoy an independent path, so without contact with other guests.

Our guests will therefore have no problem to **take their meal isolated** and will be welcome to enjoy the restaurant and the bar with far more than 1 meter social distancing.

We have **never had a buffet breakfast, for obvious health reasons.** In fact, we have never understood the craze for this kind of breakfast. So we will as always continue to serve breakfast at the table or in room.

Room service in room or on the room's private terraces remain a possibility today as yesterday and for all meals.

Hydro-alcoholic gel and tissues are available in all suites, reception, bar, restaurant, lift and billiard room.

Cleaning alcohol is available at the entrance. Our guests are kindly requested to spray their shoes every time they enter the riad.

a) Staff Hygiene

Staff working within the premises must:

1. Spray and disinfect their shoes and cloth when passing the door.
2. Monitor their temperatures twice a day (mornings and afternoon for dayshift, afternoon and evening for night shift).
3. Have a shower before changing in their uniforms
4. Report to their supervisors, see a doctor and stay away from fellow colleagues if they are unwell.
5. Wear a mask if they have a cough or runny nose.¹
6. Cover their mouths with tissue paper when coughing or sneezing, and dispose of the soiled tissue paper in the rubbish bin immediately. Wash hands thoroughly with soap and water.
7. Practise good toilet habits (e.g. flush toilets after use and wipe toilets before use).
8. Practise good personal hygiene (e.g. wash hands with soap and water before and after meals, after handling refuse or other dirty items, and after visiting the toilet).
9. Use gloves when carrying out cleaning work and when handling waste.
10. Refrain from touching their exposed body parts such as eyes, nose, face, and arms with soiled gloves or unwashed hands.

¹ Note: Do not wear a mask if you are well. Except when serving at the restaurant.



b) Housekeeping / Refuse Management

1. Cleaning and housekeeping is made twice a daily, up to 3 times in the F&B area, lift and reception.
2. Disinfect frequently touched areas such as handrails, lift buttons, door knobs/handles, letter boxes, notice boards, digital displays, touch screen panels and tables and chairs in the common areas with disinfectant regularly.
3. Ensure refuse bins are covered at all times and cleared daily. Tie refuse contained in plastic bags properly before disposal at the bin centre.
4. Clean up any refuse spillage immediately.
5. Wash and disinfect all refuse bins, bin chambers and bin centres where necessary.

Cleaning staff are encouraged to:

1. Soak cleaning cloths in household bleach (half pastil of Javel in the washing machine) and wash the cloth after use or before reuse.
2. Clean and disinfect all cleaning equipment immediately after use. Spray the cleaning tool (vacum cleaner, brooms etc.)

c) Toilets

The cleaning team will :

1. Disinfect frequently touched areas such as water taps, door/towel/cistern handles, seats and cover flaps, wash basins, door knobs, buttons and switches with disinfectant regularly.
2. Provide adequate supply of toilet paper, and liquid soap at all times. Individual hand towels needs removed from the waist bin and changed 4 times a day.
3. Ensure toilet-flushing apparatus is functioning at all times.
4. Ensure all sanitary pipes and fittings are in good working condition.

d) Pest Control Programme

The housekeeper will :

1. Check the premises daily and remove all potential vector breeding sites.
2. Look out for signs of pest infestation such as rat droppings or burrows and cockroach droppings.
3. Engage a registered vector control operator to implement a pest control programme for the premises.



a) Contractors & Suppliers Hygiene

Contractors & Suppliers entering or working within the premises must:

1. Spray and disinfect their shoes and cloth when passing the door.
2. Monitor their temperatures before entering or twice a day (mornings and afternoon for dayshift).
3. Have a shower before changing in their uniforms
4. Report to their supervisors, see a doctor and stay away from fellow colleagues if they are unwell.
5. Wear a mask if they have a cough or runny nose.¹
6. Cover their mouths with tissue paper when coughing or sneezing, and dispose of the soiled tissue paper in the rubbish bin immediately. Wash hands thoroughly with soap and water.
7. Practise good toilet habits (e.g. flush toilets after use and wipe toilets before use).
8. Practise good personal hygiene (e.g. wash hands with soap and water before and after meals, after handling refuse or other dirty items, and after visiting the toilet).
9. Use gloves when carrying out cleaning work and when handling waste.
10. Refrain from touching their exposed body parts such as eyes, nose, face, and arms with soiled gloves or unwashed hands.

¹ Note: Do not wear a mask if you are well.

a) Guests Hygiene

Guests are invited to :

1. Spray and disinfect their shoes when passing the door.
5. Wear a mask if they have a cough or runny nose.¹
6. Cover their mouths with tissue paper when coughing or sneezing, and dispose of the soiled tissue paper in the rubbish bin immediately. Wash hands thoroughly with soap and water.
7. Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

Riad Mayfez respects precautionary measures to ensure safe distancing.

Seating management – To ensure a safe distance of at least one metre between tables and between seats. Individuals and family members who wish to seat together should continue to do so, but there will be a safe distance maintained between different groups of guests.



a) Handling COVID-19 suspect cases

Unwell employees, tenants, contractors, suppliers and hotel guests including:

- Will need to stay in the back corridor before leaving the premisses ASAP. They will not be allowed to go anywhere in the riad.
- They will be equipped with face masks as soon as they are identified as a risk.
- Their transportation to designated Public Health Clinics or hospital, will be organised by the hotel.

The quarantine areas and isolation route will be disinfected straight after handling a COVID-19 suspect case.