



Dear Valued Partners and Guests,

As COVID-19 made its way around the world, we witnessed an unprecedented disruption to global business and our daily lives. Particularly hard hit was the travel and tourism industry, seeing airlines grounded and hotels and restaurants shuttered for months. It was a truly humbling experience, one I have never before experienced in my extensive years of service and one I will surely never forget.

Now that we see signs of life on the streets again and lights in our hotels and office buildings, I believe it is important to take stock in what we have experienced as a global community by recalibrating our internal mindset and expectations going forward. I know that I will be even more grateful for future sunny weekend getaways and exciting escapes with my family and friends.

The experienced teams at Fusion Hotel Group ([www.fusionhotelgroup.com](http://www.fusionhotelgroup.com)) in Thailand and Vietnam remain steady and strong, ready to welcome you back. By providing a warm and welcoming environment, whether it is the unique wellness inspired Fusion Hotels & Resorts, the bright spirit of GLOW ([www.glowhotels.com](http://www.glowhotels.com)) or the elegance and charm of Mai House ([www.maihouse.com/patong-hill](http://www.maihouse.com/patong-hill)), our greatest joy is making you smile. During these challenging times, we have missed your happy smiles and creating memorable experiences for you to take home and share with loved ones.

By global comparison, the low numbers recorded in Vietnam and Thailand are something for us all to be very proud of. It is by working together within our community and doing our best to stay safe at home from the onset, that we will emerge stronger and well positioned for the future. We have been fortunate to maintain operations in some destinations and prepare to reopen other destinations soon.

**We are resilient and we will get through this storm just like we sheltered from it - together.**

Part of the reopening process involves complying with local government regulations and implementing our specialized hygiene standards and sanitation procedures to help keep you comfortable, healthy and safe during your stay. Additional guidance from the World Health Organization (WHO) helps define our actions.

Our steadfast commitment to these standards and ensuring your personal safety and wellbeing are of the utmost importance.

We will adapt to these challenging times and step bravely into the new future a bit wiser, much stronger and ready to once again provide you with our very best in welcoming hospitality and inspired service.

May you and your families remain healthy and safe, wherever your travels may take you.

**Kevin J Beauvais**

Chief Executive Officer

Fusion Hotel Group

# Hygiene during the guest journey

Booking & Enquiries	Pre-Arrival Communication	Transfer	Arrival at Hotel
<p>Provide government rules and requirements for foreigners arriving and travelling within Thailand &amp; Vietnam.</p> <p>Record what the country of origin will be prior to arriving Thailand &amp; Vietnam.</p>	<p>Share additional health requirements or updates since the time of original booking.</p>	<p>Company cars thoroughly cleaned and sanitized to heightened COVID-19 standards after transporting guests.</p> <p>Hand sanitizer and face masks provided for guests.</p>	<p>Reconfirm country of origin and where guest has travelled from.</p> <p>Register guest with any local COVID required regulations and answer guest questions.</p> <p>Record any previous local stops or stays before arrival, if any.</p>

Welcome Experience	Going to Guest Room	In the Guest Room	F&B Experience
<p>Front office, bellman and GSA to provide a warm welcome, while at the same time observing COVID-19 hygiene safety standards and wearing protective face masks.</p>	<p>Host to inform guests about any special requirements during their stay and explain pertinent local laws (curfew times, mask usage etc.).</p>	<p>Every guest room is thoroughly cleaned to heightened COVID-19 standards, including increased frequency &amp; protective/preventive sanitation measures.</p>	<p>Daily temperature check upon arrival at breakfast.</p> <p>Hosts and servers observe social distance rules &amp; use proper PPE.</p> <p>Layout of tables and chairs to be set according to local government rules. Service procedures follow strict hygiene guideline rules.</p>

Welcome Experience	Turndown	Departure Experience	Post-Departure Communication
<p>Public toilets, door knobs, lift buttons, gym, kids club, swimming pools pool towels etc. are cleaned to heightened COVID-19 standards.</p> <p>A designated Host will frequently clean public areas according to hygiene guidelines and any additional standards from local government.</p>	<p>Extra attention to be taken to ensure the comfort of each guest.</p> <p>Assist guest with any special sanitation or hygiene request.</p> <p>Remind guest to plan extra time for departure.</p>	<p>Confirm guest comfort during stay and solicit constructive criticism to help us perform better during this time.</p> <p>Recommend continued use of face mask at airports and in flight.</p> <p>Provide guest with fresh mask upon check out.</p>	<p>Follow up with guest to ensure guest is home safely and feeling well.</p> <p>Inform guest if any health issue or incident during the time of stay was discovered post-check out.</p> <p>Remind guest to alert hotel if they have any change of health within 2 weeks after departure.</p>