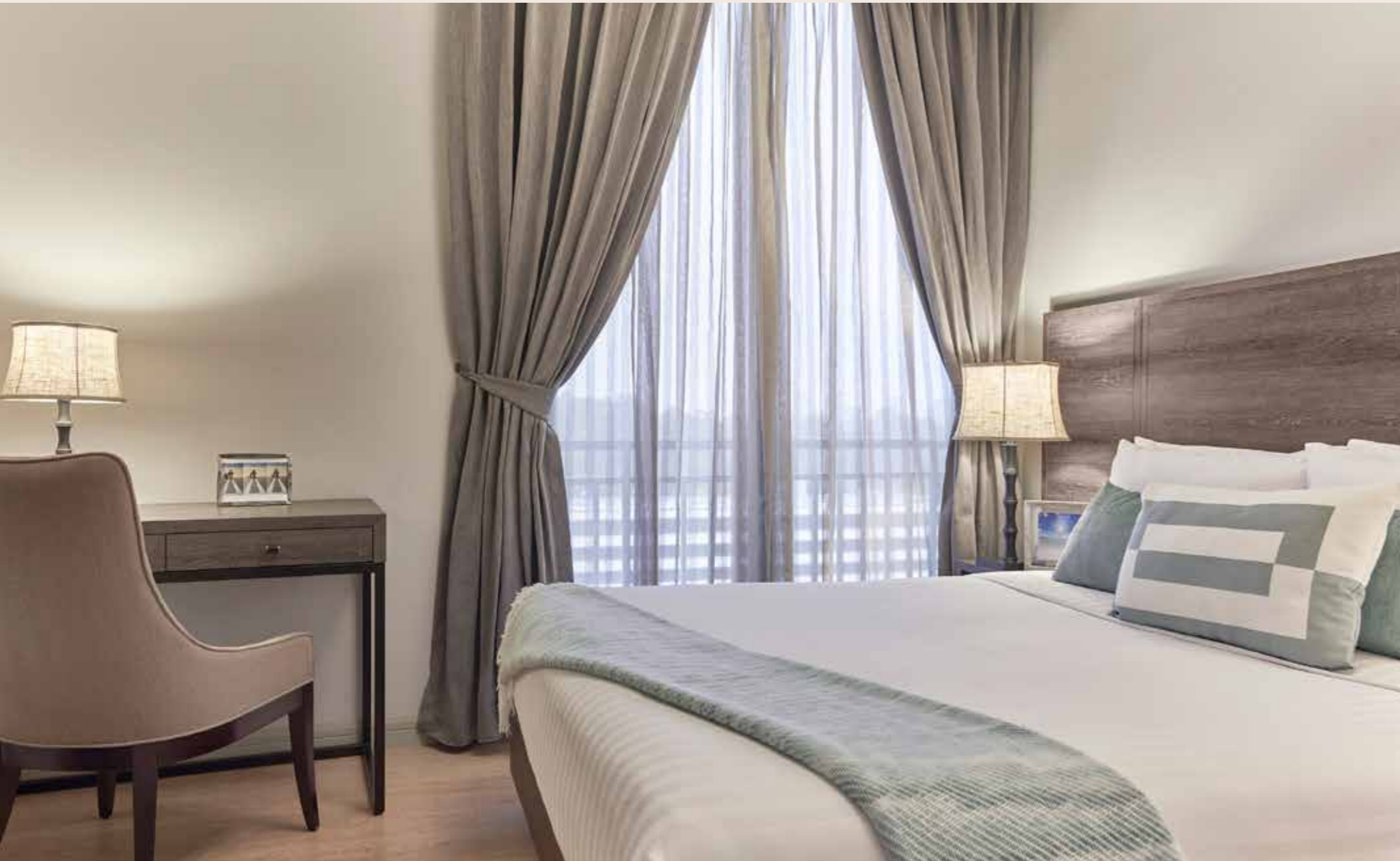




FAR  
MORE  
ASSURED



All our serviced residences in Singapore adhere to the measures of SG Clean quality mark by Singapore's National Environment Agency.



Safe Management Officers at each serviced residence ensure implementation of hygiene and safety measures and that employees are trained with the latest processes and procedures to enhance guest safety and comfort.

At Far East Hospitality, we are committed to the highest standards in these areas:



**Arrival**



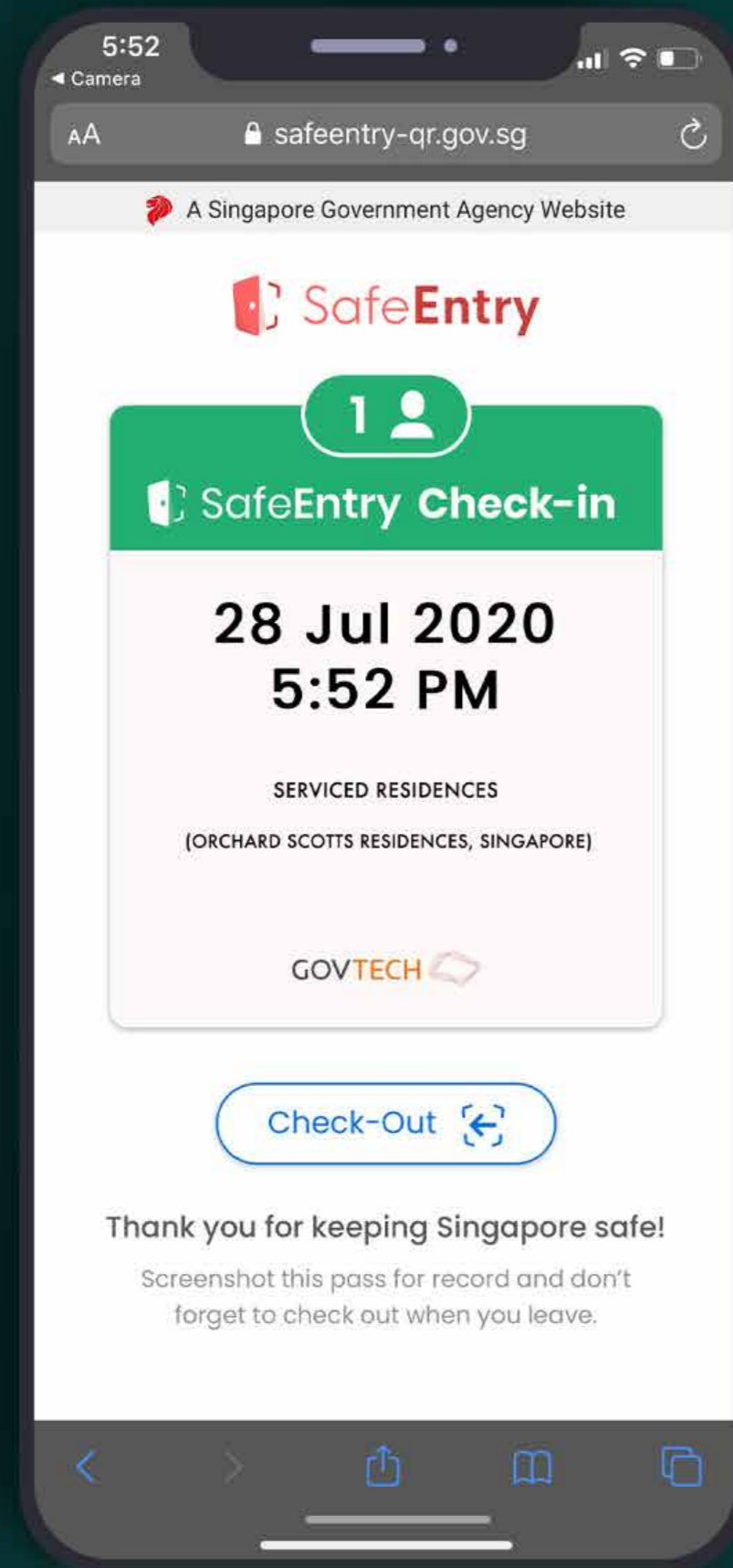
**Check-in and  
Check-out**



**Public Areas**



**Guest  
Apartments**



# ARRIVAL

- ↳ **SafeEntry** (a national digital check-in system) to log the entries and exits of guests, vendors and staff members
- ↳ **Temperature-taking** via thermal scanners at entrances or standard temperature screening thermometers





# CHECK-IN AND CHECK-OUT

- └ **Floor markings** are placed to ensure safe distancing
- └ **Reconfigured check-in and check-out processes** to minimise duration spend at the reception counter and exposure
- └ **Staggered check-in and check-out timings** to avoid overcrowding at the lobby
- └ **Use of technology** to enhance guest experience and safety such as cashless payment and QR code ordering systems
- └ **Reception counters are cleaned and sanitised frequently** using premium grade cleaning agents
- └ **Room key cards and pens are sanitised** after each use
- └ **Hand sanitiser is available** at check-in counter
- └ **Face masks are available** upon request
- └ **Staff will wear face masks** and adopt appropriate hygiene protocols



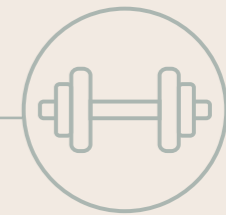
# PUBLIC AREAS



**LIFTS**



**PUBLIC RESTROOMS**



**GYM**

- └ **Increased frequency of cleaning and sanitisation** using premium grade cleaning agents on lift buttons, exterior and interior of the lifts
- └ **Floor markings** are placed to ensure safe distancing
- └ **Increased frequency of cleaning and sanitisation** of all areas in the restrooms using premium grade cleaning agents





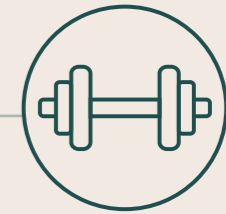
# PUBLIC AREAS



LIFTS



PUBLIC  
RESTROOMS



GYM

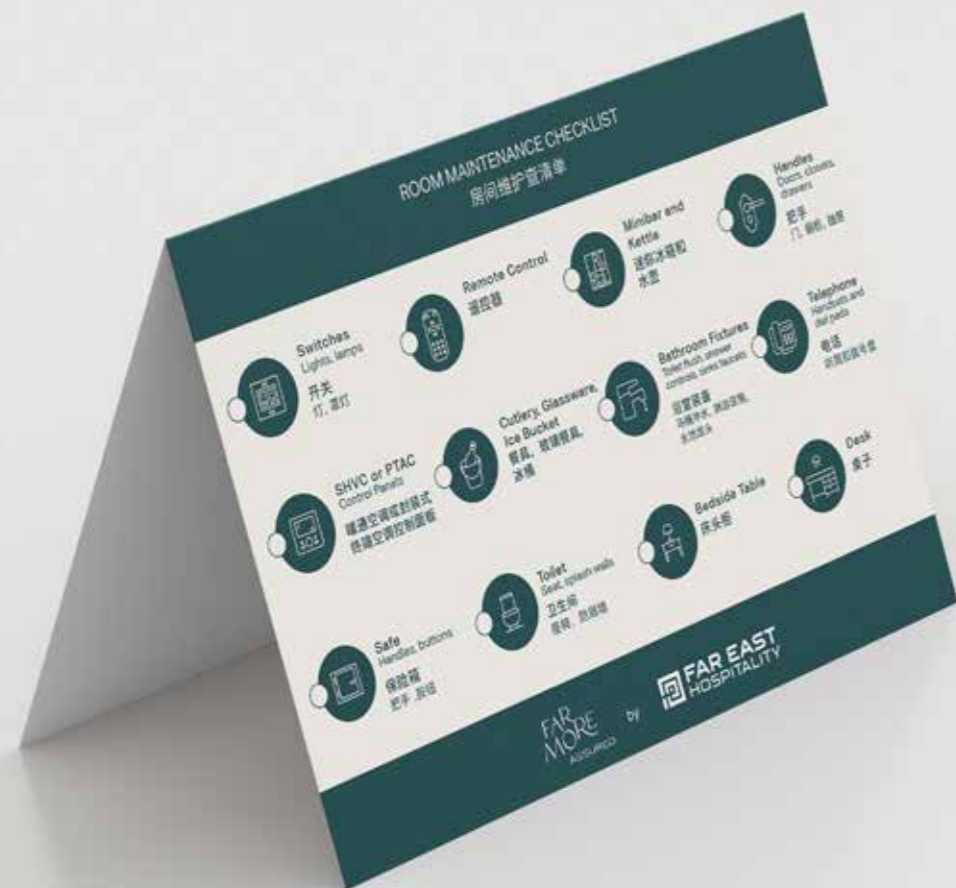
- ↳ **Capacity cap** is imposed to limit the number of persons to ensure sufficient space for safe distancing
- ↳ **Increased frequency of cleaning and sanitisation** of gym equipment using premium grade cleaning agents
- ↳ **Antibacterial wipes or hand sanitiser** are provided



# GUEST APARTMENTS



- └ **Each cleaned apartment is checked and signed off by the Housekeeper** using a checklist card placed in room for guest's information when they check in
- └ **Premium grade cleaning agents are used** to clean guest apartments especially high-touch items such as door handles, light switches, air-conditioning control units and TV remote controls
- └ **Unnecessary high touchpoint items** such as cushions and magazines are removed from apartments
- └ **All hard surfaces are sprayed with a disinfectant**







# GUEST APARTMENTS

- ↳ **Bathrooms are thoroughly disinfected** after every guest stay and marked with the 'Far More Assured' quality assurance label
- ↳ **Single-use bathroom amenities** are provided in every apartment
- ↳ **Personal protective gear are worn by our room attendants** while cleaning the room
- ↳ **Option to reduce daily housekeeping services** and contactless ways to exchange linen
- ↳ **Linen is laundered at a high temperature** of 70 degrees Celsius to eliminate viral and bacterial pathogens and prevent cross-contamination

For the latest update on the evolving COVID-19 situation,  
please visit [www.StayFarEast.com/Far-More-Assured](http://www.StayFarEast.com/Far-More-Assured)

