



THE REVERIE
SAIGON
TIMES SQUARE

OUR COMMITMENT TO
Your Safety



OUR COMMITMENT TO YOU – OUR GUESTS, OUR DREAMERS

The health and safety of our guests and employees has always been our utmost priority and now more than ever; this is at the heart of all our efforts to welcome you back to our hotel.

Building on our already high health and hygiene standards as a luxury 5-star hotel and member of The Leading Hotels of The World, we have further enhanced our protocols based on guidelines and data shared by national and international health and hygiene authorities, such as the Global Biorisk Advisory Council. We follow a rigorous set of cleaning guidelines, disinfection techniques and infection prevention practices that are critical for the safety of our guests and employees in the age of Covid-19 and beyond — all the while, making sure we continue to provide you with the level of service that you are accustomed to.

At The Reverie Saigon, we are proud to offer our guests a unique experience with a touch of wonder and fantasy, from the imaginative décor to the exquisite service. What better place for a getaway?

Please stay safe and we look forward to welcoming you back soon.

The Reverie Saigon Management Team

ENHANCED MEASURES



With the safety and wellbeing of our guests at the heart of all our efforts, we have created a system of H&S measures and procedures. Additional to the guidelines shared by the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and government authorities, at The Reverie Saigon we have:

- Achieved two globally recognized health and safety standards; GBAC STAR™ Accredited and Sharecare Health Security VERIFIED™ with Forbes Travel Guide
 - Created a dedicated internal team to constantly monitor, review and report on our safety standards while researching updated best practices
 - Continued to utilise the resources and expertise provided by our partner – The Leading Hotels of the World



IN MORE DETAIL

The Reverie Saigon has received two globally recognized health and safety standards, designed to assure guests that they're going above and beyond when it comes to cleanliness.

What does Sharecare Health Security VERIFIED™ with Forbes Travel Guide mean?

The “seal of approval” is based on the hotel’s compliance with expert-validated best practices that minimise the risk and impact of COVID-19 and potential future public health events.

The thorough verification covers more than 360 standards across health and hygiene protocols, cleaning products and procedures, ventilation, physical distancing, the guest experience, and health safety communication with guests and employees. With this standard hotels are also required to verify their health protocols on an ongoing basis.

What does GBAC STAR™ accredited hotel mean?

The GBAC STAR is given by the Global Biorisk Advisory Council, a division of ISSA, the world’s leading trade association for the cleaning industry.

To achieve GBAC STAR accreditation, facilities must comply in 20 different areas, with the comprehensive list including such requirements as sanitizing common areas and elevators every hour, maintaining a temperature monitoring programme, wearing masks, and blocking rooms for three days after guest checkout to ensure thorough cleaning and disinfection before a new guest checks in. Like Sharecare the hotel must demonstrate these standards are being met on a continual basis.

LOBBIES & PUBLIC AREAS

All guests and employees entering the premises are required to wear face masks in all public areas of the Times Square building.



Hand sanitiser stations are available throughout the building



Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces such as elevator and escalator surfaces.



White glove service implemented 24/7. All our bellboys are wearing fabric white gloves at all times to reduce contact with guests' belongings.



Plexiglass partitions have been added to check-in counters



All guests and employees entering the premises are required to undergo a temperature screening



All guests checking into the hotel are required to submit health and travel declarations.





GUESTROOMS



Rooms and suites are blocked for three days after guest checkout to ensure thorough cleaning and disinfection before a new guest checks in

Luggage is disinfected upon arrival before being delivered to the room.



Strict cleaning schedule and procedures are in place for air-conditioning units in rooms



Keycard disinfection machine available at check-in counter



Rooms and suites are disinfected with an additional emphasis on the most frequently touched guestroom surfaces such as light switches, door handles, remote controls, thermostats, table and desk tops, telephones etc.

Housekeeping required to wear gloves while servicing the room





Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces



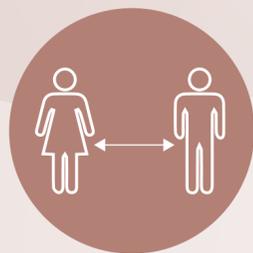
Employees are required to wear facemasks



Access to digital menus



Social distance and capacity protocols as instructed by local authorities



Enhanced food safety & hygiene protocols



Variety of healthy menu options made with greens and vegetables sourced from our hydroponic farm



Private dining opportunities



SPA & FITNESS CENTRE



Employees are required to wear facemasks



Enhanced frequency of cleaning high touch surfaces with hospital grade disinfectants



Hand sanitiser stations

OUR COLLEAGUES



Temperature checkpoints
at staff parking



Enhanced H&S training
programmes for all employees



VERIFIED
with **Forbes** TRAVEL
GUIDE



Two international health
& hygiene accreditations



Employees are required to wear
facemasks at all times in property



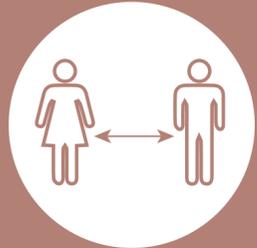
Designated in-house
health & hygiene team



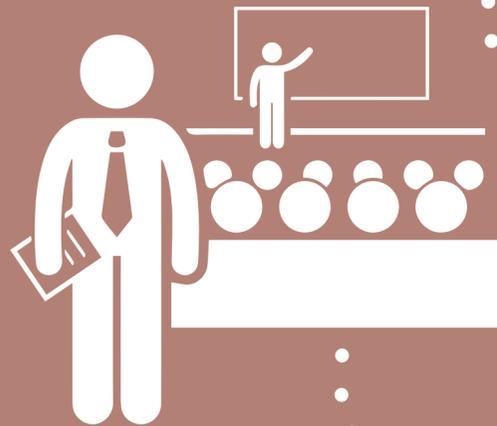
MEETINGS & EVENTS



Enhanced frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces in meeting and event spaces, elevator and escalator surfaces



Clear indicators for social distancing are in place to support event organisers



Health declaration checkpoints available to set up for event attendees

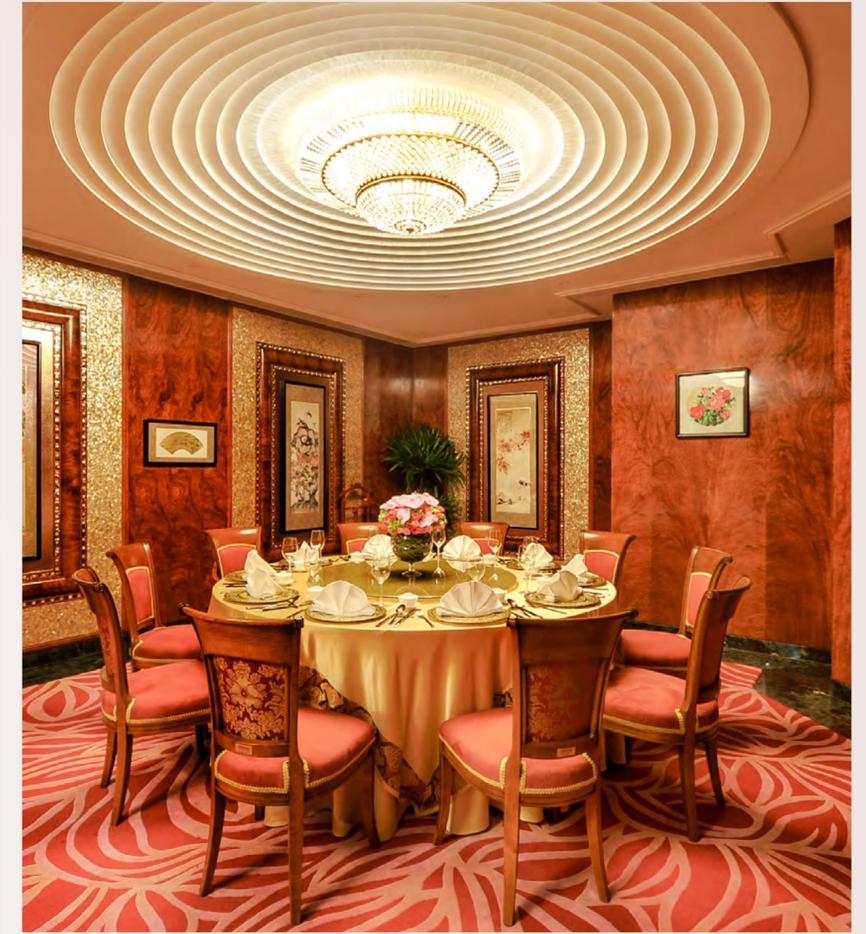


Employees are required to wear facemasks





AWAY FROM THE CROWDS



We listen to our guests and value your feedback and your needs in this new era. We are proud to offer a range of exclusive, private experiences away from the crowds.

- The Reverie Yacht
- Private butler service
- Private dining experiences in restaurants and suites
- Transportation and tours in luxury cars

For more information,
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