



## Our Commitment to the health and safety of our guests, employees and business partners

All Cinnamon Hotels & Resorts follow a comprehensive protocol to ensure that high standards for hygiene and cleanliness are met. The Hotel's teams monitor the latest guidelines issued by the World Health Organization and local government authorities. Steps taken include monitoring the health and safety of our guests as well as our ambassadors (staff), along with additional measures during housekeeping and laundry sanitization.

### **Update of 17 March 2020 | 16.30Hrs**

Please note the following developments in relation to travel to Sri Lanka and the Maldives.

#### **Sri Lanka**

The Government of Sri Lanka has suspended all passenger arrivals to the Bandaranaike International Airport for two weeks with effect from midnight on 18<sup>th</sup> March 2020.

It has been declared a three-day public holiday on the 17, 18, 19 March, excluding health, food supply, transport, essential services, banks, government agent and district secretariat offices.

All tourist sites are closed; including the game parks. Movie theatres are not screening movies and public events have been banned until further notice. Tourism-related services such as guide services are also suspended until further notice.

For more information visit <https://srilanka.travel/covid19/>

#### **Maldives**

The Government of Maldives has declared a Public Health Emergency for 30 days from 12 March 2020 - 10 April 2020. Travel between resorts and Inhabited Islands is restricted. Tourist hotels in densely populated Male City area are closed. For more information visit

<https://visitmaldives.com/en/corona-update>

**15 March 2020 | 20:00Hrs.**

### **Travel Safety**

All our hotels and resorts are in operation. Deep cleaning of all rooms and public spaces is done on a frequent basis and all housekeeping teams are trained and updated on the latest guidelines.

Our head office in Colombo has a coordination and communication task force, which will continue to feed information to all hotels and resorts' teams in Sri Lanka and Maldives on the latest news and protocols.

The hotel team is trained to follow the official protocols instituted by medical and government authorities to limit the spread of the virus and are equipped to handle any emergencies regarding such cases.

We are monitoring the situation and will provide regular updates on this channel as and when they are available.

### **Travel Flexibility**

We are committed to offering you flexible booking options. All existing reservations and new reservations, until May 31, 2020, for any future arrival date, can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.

Any questions at all, please contact us at:

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