

Procedure for handling COVID-19 positive guests / team members

The health and safety of our guests and team members is of utmost importance to us.

- Cinnamon Hotels & Resorts continue to maintain standard safety processes since the onset of the COVID-19 pandemic and all our hotels have been awarded the Certification of Compliance as a Safe & Secure Hotel by SLTDA, having met the compliance requirements as per the Sri Lanka Tourism Operational Guidelines with Health Protocols.
- As a further precautionary measure, along with other hotels and resorts in the Cinnamon chain and the John Keells Group, we have been conducting random PCR testing of team members weekly from the early stages of the second wave, to minimise the impact and spread of the virus.
- In the event any of our team members or guests should get tested positive for COVID-19 whilst staying at any of our hotels, immediate steps will be taken to isolate the guests / team members and carry out PCR tests on them.
- In the event a team member is affected, a new team will be assigned to work at the respective department in order to ensure that service is not interrupted.
- Furthermore, we take precautionary measures to isolate and disinfect potential areas of exposure within the hotel, in keeping with the guidelines of the Epidemiology Unit of the MOH. We also work closely with the relevant authorities to adhere to necessary procedures for contact tracing, quarantine, and care for our guests and team members, whilst continuing our internal practice of random PCR testing to minimise the impact and curb the spread of the virus.
- Protocols to maintain strict adherence to MOH directives and guidelines in implementing the safety protocols and measures for COVID-19 throughout the property will also be carried out to ensure that business operations continue.

Should you need any further details, do not hesitate to reach out to us at info@cinnamonhotels.com.

Team Cinnamon Hotels & Resorts