

As the COVID-19 situation has caused great concern for many in Malaysia and across the world, VE Hotel & Residence assures you that your safety and comfort remains our highest priority. All we want is to provide a safe and comfortable environment for everyone, and we have put in place the necessary precautionary and social distancing measures to reduce the risk of spreading the virus.

We will continue to update this page with the latest information regarding travel safety and booking flexibility at VE Hotel & Residences.

## ✳ YOUR TRAVEL FLEXIBILITY

Guided by our purpose of care, we are temporarily adjusting our policies to allow for maximum flexibility to help you make the right decisions regarding travel at this time:

- 1. Government restrictions** In regions affected by government-issued travel restrictions, we will continue to waive change fees or offer full refunds.
- 2. Existing reservations for upcoming travel** All reservations – even those described as non-cancellable (“Advanced Purchase”) – that are scheduled for arrival before December 31, 2020 can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.
- 3. New reservations** Any reservation you make – even those described as “non-cancellable” (“Advanced Purchase”) – that are booked between today and August 31, 2020 for any future arrival date, can be changed or cancelled at no charge up to 48 hours before your scheduled arrival.
- 4. Direct bookings via brand website** Reservations can be changed or cancelled up to 24 hours before a scheduled arrival on [www.vehotel.com](http://www.vehotel.com) or contact our reservation team at 03-2246 2888 @ [reservations@vehotel.com](mailto:reservations@vehotel.com).
- 5. Bookings via online travel agent or third party portal** Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance.

## ✧ NEW STANDARDS ON HYGIENIC PRACTICES

Your health, safety and well-being are our priority. While pandemics are unpredictable in their timing and severity, there are a number of precautionary measures in accordance with international health and safety practices that we have taken to reduce the risk of spreading the virus.

- Temperature checks at designated entry checkpoints, main entrances, and staff entrances.
- Mandatory to wear mask before entering hotel premise.
- Mandatory to fill in health declaration form before entering Hotel premise.
- Extensive placement of sanitising gel within our premises, in both public areas and back of house areas for everyone to use.
- Increased cleaning and sanitising frequency for public areas, function spaces, hotel rooms, and facilities.
- Usage of liquid spray sanitisers for robust and frequent sanitisation of door handles, lift buttons, table tops, and workstations.
- Recommended to contactless payment using Cards to pay bills instead of cash payment.
- Daily housekeeping measures for guest rooms include sanitising and removal of air-conditioning dust by using disinfection spray.
- Deep cleaning and extra disinfection will be done in all guestrooms upon check-out.
- Briefings on the importance of handwashing and sanitisation procedures to all associates.
- Intensive departmental training on personal hygiene, handwashing and sanitisation.
- Practice for all service personnel on duty to wear masks and for all back of house associates to wear masks and hand gloves.
- Placement of notices around our premises to instill awareness and emphasise implementation of increased health and safety measures.

## ✧ ACCESSIBILITY TO HOTEL FACILITIES

Please be informed that we will temporarily suspend operations and usage of certain dining outlets, public areas and facilities until further notice.

During this period, please be advised of the changes to the following operations at the hotel.

### **The Straits Estate Restaurant (Level M3)**

- The opening hours for breakfast and lunch will remain unchanged. However buffet line will be replaced with a customized menu during this interim period.
- For dinner, we will only accept orders for in-room dining or take-away based on a' la carte menu and the last order will be 9.30pm.
- Outlet table arrangement is organized according to physical distancing measure.

- The Straits Deli & Grocer Restaurant (Lobby)** · The opening hours for breakfast and lunch will remain unchanged.  
· Outlet table arrangement is organized according to physical distancing measure.
- Meeting & Event Space** · With the emphasis on physical distancing, we have new mapped out a new seating capacity chart in order to ensure the safety and comfort.  
· Deep cleaning and extra disinfection will be done for all meeting rooms.
- Other Facilities** · Gymnasium and swimming pool resume to operate with hygiene control measures advised by Ministry of Health Malaysia.  
· Sauna will remain temporarily closed till further notice.
- Accessibility to Hotel** · As a precautionary measure and better control, accessibility to the hotel is ONLY through the hotel main entrance next to RHB Bank.

We are closely monitoring the latest developments and will make timely decisions to ensure the safety of all. Thank you for your trust and we look forward to welcoming you back.