



READY TO WELCOME THE NEW NORM!

Introduction

The world as we know it has fundamentally changed by COVID-19 and when we are all ready to travel again, the team at The Trans Resort Bali is committed to providing safe and clean environment and to assure you that we have extremely high standards of health and safety in place at our hotel.

TRANSCARE initiative has been created in line with Global Hotel Chain Operators such as Marriott, Hyatt, Accor, Shangri-La to name only a few – each with their unique program that includes a comprehensive program for health and safety procedures.

Fundamentally, TRANSCARE features standard enhancements to build greater guest confidence in our Trans Hotel Group covering the six hotels that we own and operate throughout Indonesia including our Flagship 6* The Trans Luxury Hotel Bandung.

Our Partners



“We want guests to know they can have confidence in our brand and that their safety, their health, and their well-being is what matters most - it's providing comfort and also peace of mind when they stay with us” Alexander Jovanovic, Director Development – Hotel & Resort of CT Corp.

Building on its already high operational standards, The Trans Resort Bali will leverage its long-standing relationship with hygiene expert [Diversey](#) to ensure the consistent use of industry-leading disinfectants across all areas of the hotel including rooms and public spaces.



Elevating best practices while promoting consistency in execution, The Trans Resort Bali has also developed a series of protocols and guidelines together with [BIMC International hospital](#) to meet new health and safety challenges presented by Covid-19.

These addresses enhanced hotel cleaning practices, social interactions, and workplace procedures and will be complemented by a line-up of mandatory virtual training courses for hotel teams, as well as additional resources, such as housekeeping checklists. This is where our 'hygiene hero' to champion the new protocols at each department called "TRANSHERO'S".

Goals

- Offering genuine care & highest level of services
- Enhancing cleanliness
- Heightened guest safety and comfort
- Empowered employees

Staff Service Commitment

"If you see something, say something"

Our staff is positively empowered to feel confident on how to report observations of a staff member or guest who appears to have become unwell, even if they passed an initial healthcare check earlier in the day.

While developing our processes to manage harmful healthcare issues as early as possible in the employee's shift or the guest's stay, remain vigilant without losing your sense of care and concern. A procedure for these types of "on-the-floor" observations is clear to the team to continue and even surpass our dedicated service to our guests.



Deep Cleaning- Welcoming Environment

- ✓ Guest Rooms
 - Clean and disinfect all the surfaces in the guest rooms
 - Wash all linen from guest rooms including linen in the storage rooms
 - Wash curtains, pillows, blankets and duvets to create fresh and clean ambiance
 - Check any damaged linen that needs to be replaced
- ✓ Public Areas
 - Clean and disinfect all the surfaces in public area and provide hand sanitizer
 - Hourly cleaning gym equipment, changing room, showers and toilet
 - Signage to maintain physical distancing and wearing mask
 - Sanitising stations will be spread throughout each hotel, key cards will be disinfected before and after usage, cloth towels in public toilets replaced by one-time-usage disposable towels and professional air purifiers provide clean and fresh air
- ✓ Laundry
 - Clean all general surfaces in the laundry facility and disinfect all critical touch contact areas
 - Wash any dirty textiles remaining in laundry, including reusable laundry bags
 - Set preventative maintenance for dispenser, washing and drying machines
- ✓ Guest Rooms
 - All food suppliers to adhere to health & safety protocols during all deliveries
 - Daily inspections to be carried out by management in all food preparation & service areas
 - Employees in food preparation to wear mask, hand gloves and hair coverage
 - Enhanced sanitation guidelines including hygiene and disinfecting practices

Guest Journey

- ✓ Arrival
 - Ensure guests are following the safety and health protocols, such as body temperature check, wearing mask when entering the hotel and maintain physical distancing
 - All luggage will be disinfected



✓ In-Room

- Clean all general surfaces in the laundry facility and disinfect all critical touch contact areas
- Resort information & TRANSCARE will be displayed at in-room TV Channel
- Mask & Hand Sanitizer amenities will be provided
- Privacy is offered to guests who upon check-in and during their stay decide not to allow any hotel team member to enter their room during their full stay period at the hotel

✓ F&B Services

- All food suppliers to adhere to health & safety protocols during all deliveries
- The Restaurant will remain open and maintain social distancing between table at least 1,5 meters and limited up to 4 persons per table
- Breakfast at The Restaurant will be served ala carte with live stations and booking is essential
- The Lobby Lounge will be temporarily closed
- The 18th Rooftop Bar will be open from 5pm - 9pm