



ECHO RESORTS  
Unit 1-1, The Pinnacle, Lower Signal Hill Road,  
88400 Kota Kinabalu, Sabah, Malaysia  
T: +60 88 380 390 W: [www.echoresorts.com](http://www.echoresorts.com)

## **ECHO RESORTS BOOSTS COVID-19 SAFETY MEASURES FOR GUESTS & EMPLOYEES**

“Echo Resorts places high emphasis on extraordinary guest experiences. We have re-evaluated our operations in full with the help of the authorities; and carried out the necessary measures to ensure peace of mind for our guests when we re-open on 30<sup>th</sup> July 2020.

### **Arrival**

From arrival to check-out, every step involving guest contact is fully scrutinized.

It starts at the jetty with temperature screening for guests prior to boarding. Each guest is given a life vest to wear for the duration of their stay. Seating capacity on the boats is limited and marked for social distancing; and the boats thoroughly wiped down after each use. Upon arrival at the Resorts, guests are handed welcome drink and packaged wet wipes (replacing the traditional welcome drinks and wet towels) and gifted with specially designed face masks made in re-usable fabric by Changgih Designs. For contactless purposes, the room compendium is now displayed digitally through an app sent to guests in advance.

### **Villas**

Pending the respective configuration of each Resort, guests is check-in to villas carefully allocated in an alternate manner to avoid adjoining occupancy. From the air-conditioner to the mattresses, each accommodation unit is thoroughly cleaned and rested for three days upon check-out. Private villa pools are also sanitized at the same time. In keeping with its eco-friendly policy, complimentary aluminum water canisters are placed in the villas to allow guests to refill at water dispensers located in the public areas while hand sanitizers are freely available throughout the Resorts.

### **Food & Beverage**

Social distancing protocols are practiced in the restaurants and bars. Buffets are totally replaced by a la carte dining options to be displayed the web app in place of printed menus while the popular Breakfast by Boat will continue for the villas at Gayana Marine Resort.

### **Recreation**

Sanitization at recreational facilities including gym equipment is amped up with gym use booked in advance and limited to guests from one villa at any one time. Social distancing for deck chairs





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is respected at the swimming pools. Leisure activities such as jungle trekking, canopy walk and other activities are conducted individually or in private groups.

### **Public areas and back-of-the-house**

More frequent cleaning using recommended industrial chemicals and disinfectants based on MSDS (Material Safety Data Sheet) specifications for prime effectiveness are implemented in the back-of-the-house areas such as the kitchen, pantries, housekeeping, offices and staff locker rooms. Preventive maintenance/sanitization programmes on the air conditioning, water treatments and laundry equipment are also being ramped up. Cleaning of public areas and restrooms are intensified hourly while buggies are sanitized after each use.

### **Employees**

Besides the required use of masks for all employees, temperature screening is carried out not only upon start of duty but three times during their shift. Management and security team members are being trained to manage guests and employees with Covid-19 symptoms in line with the Malaysian government guidelines.

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