

# **Panari – Cleaning your worries away.**

## **From the Heart**

### **For Your Comfort and Wellbeing**

At Panari Hotels, we are dedicated to delivering a beautiful performance and to creating moments when luxury is felt. During these challenging and changing times, our promise to let you experience the warm-hearted and renowned Panari service remains the same. Our top priority is to ensure your well-being, safety and comfort and make you feel confident about making a travel promise and exploring this wonderful world again.

### **Panari Cleaning Services**

Panari Cleaning Services has always been a symbol of luxurious service and elegance. Guided by Ministry of health and safety recommendations and developing our service culture for this new phase in hospitality, we have implemented new cleaning protocol in our properties. This initiative influences your guest journey throughout your entire stay, with a primary focus on the following areas:

- While performing their duties, Panari employees wear white gloves when welcoming you to our hotels, restaurants, and bars.
- Sanitising stations are available in all public areas of our hotels.
- Masks covering the nose and mouth are available in all rooms and suites for you and your loved ones, and will be worn by our employees.
- Enhanced cleaning and disinfection procedures have been implemented in guest rooms, lifts, public areas, and back-of-house areas.



### **Keeping a Distance, Without Being Far Away**

As part of Panari Service Standard, we ensure that a distance of 1.5 to 2 metres is respected by both guests and employees, including in our restaurants and bars. Nevertheless, we remain attentive and on hand to craft wonderful moments for each and every one of you.

### **Arrive in Style**

The Panari Private Transfer offers you the possibility to enhance your individual arrival experience. Refreshing towels, hand sanitiser, and face masks come as standard. A luggage cleaning and disinfection service are offered upon arrival before your suitcases are delivered to your room.

As a farewell gift, a bottle of sanitiser is placed in your car upon departure.

### **A Warm Welcome**

When arriving at a Panari hotel, you will find an easily accessible sanitising station at the entrance. Our receptionists and iconic Ladies in Blue look forward to welcoming you, and guiding you through an adjusted check-in procedure.

### **Do Not Enter My Room- DNEMR**

At check-in, you will be offered the possibility of choosing the new “Do Not Enter My Room” option, which means that while all services remain available, our employees will not enter your room during your stay until you express a wish to have your room serviced. Room-service deliveries, luggage assistance, and other services will take place in front of your room.

### **Rooms & Amenities**

The cleaning of our flawless rooms and suites and the sanitisation of our beds meet the highest possible hygiene standards. To enhance your confidence during your stay, the selection of room amenities now includes face masks and hand sanitisers.

### **Restaurants & Bars**

To ensure carefree indulgence in the carefully crafted dishes and beverages at our restaurants and bars, the recommended distance between all visiting guests is strictly maintained. Our employees and the culinary teams ensure that the highest hygiene standards are always respected.



Thank you for your continued trust in Panari Hotels. We look forward to welcoming both loyal and new guests with our ever-enduring warm-hearted service.

*For further information, please contact us at [reservations@panarihotels.com](mailto:reservations@panarihotels.com).*