

SAVASAVA HYGIENE PROMISE

In Fijian “savasava” (sava-savaa) means “Clean” and this is our promise to you.

Raffe Hotels & Resorts “Savasava Hygiene Promise” assures all our guests that:

1. Our cleaning techniques have evolved to match the “new normal” & societal expectations.
2. We have implemented clear and simple procedures throughout our properties to keep you safe.
3. We have equipped our staff with the right knowledge, training, and equipment to ensure your safety while you are our guest.

Our properties are ready to welcome you home!

With the support of our trusted chemical supplier Ecolab (global leader in water, hygiene and energy technologies and services) our “savasava hygiene promise”, is our commitment to cleanliness and commitment to you. We have implemented the following best practices and standards, focusing on these 5 key elements:



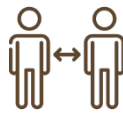
HYGIENE & HAND WASHING

- We have added additional hand sanitation stations throughout our hotel & resorts, particularly in dining and other high-traffic areas.
- Public areas cleaning procedures have been updated to ensure that we consistently and frequently disinfect all high-touch items like doorknobs, tables, chairs, and handrails.



CLEANING & DISINFECTING

- With the support of our trusted chemical supplier Ecolab, we use TGA clinically approved cleaning products which eliminate and reduce the spread of COVID-19 and other viruses
- We have revised our cleaning procedures to disinfect every space, utilising the latest electrostatic spray technology.
- Whenever possible, we leave rooms & bures vacant for a minimum of 24 hours between guests, after completing enhanced cleaning and disinfecting.



PHYSICAL DISTANCING

- We have adapted our normal procedures to encourage social and physical distancing.
- We have reduced capacities in our public spaces, increased distance between furniture settings and changed our procedures for managing queueing areas
- Our restaurants have some new dining options to reduce guest queuing and interaction.



EMPLOYEE WELLNESS

- Every employee undergoes a temperature and wellness check prior to starting work daily.
- Where necessary, we provide PPE to employees based on WHO recommendations and the Fiji Ministry of Health Guidelines.



TRAINING & PROCEDURES

- Every employee has completed training on our upgraded hygiene, and CareFiji Commitment (CFC) standards.
- Our properties have appointed Wellness Ambassadors who will lead our efforts to meet our Savasava Hygiene Promise.
- Our properties have documented procedures on how to handle any guest illnesses that may arise, including isolation and / or safe evacuation for any significant incidents.

Our ‘new normal’ may change over time to reflect guidance from our local authorities and guest expectations, but what will never change is our commitment to the “savasava hygiene promise” to our guests and employees!