Pan Pacific Sonargaon Dhaka | COVID 19 Protocols
And Safety Measures

In this challenging time, we know how important it is to ensure ABSOLUTE safety for our Guests. We are preparing ourselves by following W.H.O., Pan Pacific Hotels Group and Local Government Advisories for ALL necessary safety measures of serving our Guests. Keeping your safety at top of mind.

We wish to assure all our Guests and Associates will be fully protected and assure you that we are preparing our Hotel to the highest level of Global and Precautionary Standards.

Below are the protocols and changes to our operations that will be strictly implemented and maintained upon re-opening.

The Hotel will be Safety Certified by Diversey Sanitization Corporation, before re-opening.

Cleanliness, Hygiene and Safety:

- ALL of our Associates have gone through and been fully trained to follow every new standard in each Department.
- ALL associates are temperature checked on arrival and departure from the Hotel. Individual records are kept.
- Airport Check-in offices and pickup service will be limited to 1 passenger for SUV’s and 1 passenger per row in our Minibuses. Guest temperature checks will be performed on arrival.
- All Hotel vehicles are sanitized before & after each use and vehicles will contain hand sanitizers and facemasks.
- Upon arrival at the Hotel, Guest temperature checks are performed a second time. Our Lobby Ambassadors will direct Guests to a fully protected check-in desk.
- ALL of our Associates are provided with Hand Sanitization Facilities, Facemasks and Gloves and Disinfectant Micro Cleaning Dusters.
• ALL and any surfaces regularly touched such as door knobs, light switches, lift buttons, kitchen, chairs & tables, bathroom, office equipment are being sanitized continuously by ALL staff members, on a rigorous schedule 24/7.
• Our associates will maintain social distancing amongst themselves and with Hotel Guests.
• ALL associates are mandated to keep good personal hygiene before, during and after each service interaction.
• We are deploying 24/7 Squads of Disinfecting Teams to dispense disinfectant materials throughout the Hotel.
• Our Kitchen including utensils and supplies are disinfected as per sanitization protocols, which are observed and supervised thoroughly.
• Guest Room cleaning has an established protocol for thoroughly cleaning and protecting guests. Until the end of 2020, the Hotel will occupy guest rooms on a rotational basis and leave rooms vacant for 24 hours to facilitate new cleaning measures.

Dining Facilities and Services:

• Dining areas, Lobby Lounge and Cafe Bazar have been rearranged with the social distancing protocol—guests are seated 6 feet apart.
• Digital menu boards and disposable paper menus will be introduced.
• Our Culinary Team has designed new menus for all meal periods. Menus will focus Traditional Local Cuisine and Regional Favourites.
• All food and beverage orders will be individually plated and served.
• Food preparation stations are sanitized every hour and food service is now contactless.
• All Buffet services in Restaurants and Group Catering events are suspended until further notice (Safety hazard).

Catering Facilities and Services:
• Seating arrangements in all of our Event rooms will be governed by strict safety standards and guidelines. New Event room spacing and capacity charts are now available.
• All tables, chairs, shared equipment and meeting amenities are sanitized before and after each event.
• Peak period queuing procedures are implemented should guests not to be able to be seated immediately in Public Outlets.
• ALL Restaurant/Bar and Lobby public seating have been re arranged with social distancing in mind (6 feet separations).

Recreational Facilities and Services:

• Fitness center occupancy will be limited by separation requirements. Spa & Swimming Pool guests will have time slots allocated at their convenience.
• Seating arrangements in the Swimming Pool area are maintained with a 6 feet gap in between.
• Seating in our Hair Salons and Services to Guests will follow strict protocols.

The Hotel has a Medical Doctor and full nursing staffing on property 7 days a week. The Hotel also maintains especially assigned Isolation Guest Rooms to handle symptomatic Guests or Associates.

The wellbeing of our guests and associates is of the highest and utmost priority. We wish to assure ALL of our Guests and associates of our utmost attention to safety details which will be upheld.

Should you have any questions concerning our safety protocols, please contact the Hotel directly and ask for the Sales and Catering Department or email your queries at sales.ppdac@panpacific.com