



FEDERAL HOTELS INTERNATIONAL

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***We Are Ready to Welcome You***

We are ready to welcome you for room and dining reservations! We know that you are as excited as we are here to welcome you back and we will be ready to serve you in more ways by redefining cleanliness and supporting wellbeing throughout your stay. We will continue to pay close attention to the Ministry of Health Guidelines for health and hygiene, and to remain vigilant to protect our health of our guests, employees and community at large.

In light of our guests' concern about the epidemic and hygiene, our Federal Hotels International Group of Hotel & Suite in Kuala Lumpur namely Hotel Capitol Kuala Lumpur and Tribeca Serviced Suites Bukit Bintang and The Grace Sydney has elevated its hygiene standards and we have implemented a series of health safety precautionary measures in an effort to maintain a clean and safe environment for you:

- **Hotel Entry:** Check in with QR Code at the hotel entrance. Guests are required to fill in the Health/Travel declaration form as advised by Ministry of Health.
- **Temperature check:** Mandatory temperature screening for guests upon arrival.
- **Shoes and Luggage Disinfection:** We will disinfect exterior of guests' luggage, and we will exercise caution when handling luggage made of leather/delicate fabrics. Luggage carts will be disinfected frequently.
- **Social distancing:** discreet and visible markings on the floor to maintain social distancing; and maintain one meter's distance when queuing.
- **Safety measure:** All are guests are advised to wear a mask.
- **Hand disinfection:** Hand sanitizers are available for your convenience within hotel areas.
- **Cleaning and sanitization:** We will sanitize all high touch areas at the hotel regularly such as common/public areas, public washrooms, corridors, staircase, tabletops, railings, door handles, elevator buttons, counter tops etc.
- **In-Room Sanitation:** Frequently touched areas will be disinfected regularly eg telephone, remote control, door/window/wardrobe handles, toilet seat/flusher, faucets, shower controls, kettle, light switches, hair dryer, minibar door, guest directory, in-room dining menu, safe etc.
- **Restaurants:** We will reduce the number of tables in the restaurant to maintain social distancing norms; seating for the tables will be reduced to half; Table set-up in compliance with Ministry of Health's guidelines of not less than 1.5 meter apart; Servers will apply appropriate distancing. Our Service Personnel will wear protective gear as required by local health guidelines. We will continue to observe the strictest good hygiene practice across all areas of the restaurants.
- **Elevators:** Clear signage will be displayed to avoid overcrowding in elevators (Limit to 4 people per elevator).

We understand and recognize this unprecedented period. Whether you are travelling now or in the future, we want you to know that your safety and wellbeing are our first priority. We look forward to welcome you back!

Stay Safe.

The Management  
Federal Hotels International

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