

NEW WORLD

MAKATI HOTEL

PRE-ARRIVAL GUEST LETTER

Thank you for choosing to stay at New World Makati Hotel.

Your health and well-being are important to us. Rest assured that we have taken all necessary steps for the safety and comfort of all our guests and associates.

Enhanced precautionary measures

At every New World property, health and safety precautionary measures are at their maximum level. We continue to be vigilant and closely follow the guidelines issued by local health authority as well as the World Health Organization (WHO). These include the following:

- Deep cleaning, disinfection of public areas and common touch points, e.g. lobby areas and elevators
- Mandatory, frequent temperature checks for all guests and associates
- Regular cleaning of air filters and air conditioning systems

Guests' personal hygiene guidelines

We also advise guests to maintain the highest level of personal hygiene by:

- Regularly washing hands with soap and water for at least 20 seconds
- Supplementing hand washing with an alcohol-based hand sanitizer
- Wearing a surgical mask within the hotel premises
- Checking body temperature upon entry into the hotel as completed by hotel security personnel; guests with a body temperature above 37.5 degree shall be assisted by the hotel medical staff and advised to proceed to the nearest hospital or clinic for further medical attention
- Social distancing with the recommended physical distance at 1 meter from another person

For more information on the latest health advisories and safety precautions, please visit the Department of Tourism's page on Health and Safety Guidelines by clicking [here](#).

Thank you for your continued loyalty and support. We look forward to providing you with the highest level of service and wish you a very enjoyable stay at our hotel!

With my best personal wishes,


Nantha Kumari
General Manager