



NAPASAI

A BELMOND HOTEL
KOH SAMUI

HEALTH AND SAFETY DIRECTORY

01 **WELCOME TO NAPASAI**

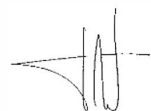
We're delighted to reopen the doors of Napasai and warmly welcome you back to our iconic retreat on the shores of Koh Samui.

In light of COVID-19, we wish to reassure you that your safety and wellbeing are our highest priority. We have put careful new protocols in place, ensuring you can continue to enjoy the pleasures of our hideaway with confidence.

Look forward to discovering – or rediscovering – what guests have called "secluded haven". Stroll through our tranquil gardens, soak up the breezy views of the Gulf of Thailand, and feast on delicious Thai specialties. Stay on site to enjoy spa treatments and private training sessions, or head out to explore tropical waterfalls, the ancestral temples or those long beaches with white sand and clear waters.

We've outlined the main procedures regarding your stay below. For more information on Belmond's commitment to safe travel, please see our website: <https://www.belmond.com/legal/coronavirus>.

We look forward to seeing you soon. Until then, stay safe, stay well, and stay curious!



Jeroen Nettekoven, General Manager

02 **PRE-ARRIVAL & ARRIVAL**

FACE MASKS

Please bring your own face covering or mask to the hotel. The Thai Health Department requires masks to be worn outside of the hotel in almost all public areas, restaurants, grocery stores, shops and beaches. We can provide a single-use disposable mask for any guest needing one.

TEMPERATURE CHECK

Please be aware that we will be asking all guests to undergo a contactless temperature check on arrival. Anyone who does not complete the check will not be permitted to enter the hotel.

TRANSFER

To make your arrival in Samui safe and smooth, make sure you inform us of your arrival time and reserve our transfer. Our Chauffeur will welcome you and escort you to our resort.

CHECK-IN

Why not take advantage of the digital check-in option available on our Belmond App?

Alternatively, check in at the Front Desk. A receptionist will escort you. If there are other guests present, the receptionist will lead you to the Lounge to wait with a welcome drink until the front desk is free. Social distancing will be in effect, with signage displayed by the main entrances and in the lobby area.

03 **ACCOMMODATIONS**

CLEANLINESS

As you would expect, we remain uncompromising in our approach to cleanliness. We have collaborated with leading health and hygiene authorities to ensure our guests, employees and community are protected. Enhanced protocols have been implemented, which will be constantly reviewed to guarantee our even-higher standards are upheld.

IN-ROOM CARE PACKAGE

In your room, you'll find a selection of products provided. We hope you'll enjoy using the items – hand sanitizer, face mask, antibacterial wet wipes – during your stay, and feel free to take them home with you.

SERVICES ON REQUEST

Please request the following services if you would like them: mini-bar, complimentary tea, wine opener, laundry service, magazines and other additional housekeeping services. Housekeeping services are available upon request during your stay. Please contact our Housekeeping Department to schedule cleaning services over the duration of your stay.

04 **WINING & DINING**

RESTAURANT

Our Lai Thai restaurants and Beach restaurant have been spaced according to the latest country laws regarding social distancing. You can browse our breakfast, lunch and dinner menus on the Belmond App or your smartphone. Single-use printed menus are available on request.

IN-ROOM DINING

Our elaborate in-room dining menu allows you to savor specialties in the comfort of your room or on your outside terrace. You can also find additional menus, such as minibar and wine list, on the Belmond App.

PRIVATE DINING

On request, we can set up a beautiful private dining experience for you, a private space on the beach under the stars, or in the seclusion of your private terrace.

06 **WELLBEING**

SPA

SPA treatments and massages are available upon advanced booking, in single or couple treatment rooms.

PRIVATE TRAININGS

Our sports and recreation team will be happy to assist you in different private coaching session such as tennis, yoga, water sports, Muay Thai and many more. Contact the Front Desk for further information.

FITNESS FACILITY

The gym is available by appointment and with a limited capacity. Please visit the Front Desk for assistance.

POOL

Our beautiful infinity-effect freshwater pool, overlooking the sea is open from 08:00 - 20:00. Come cool off, stretch out on a lounge and let us serve you refreshing drinks and snacks as you soak up the sun. We have allowed more spaces between sunbeds and we appreciate your cooperation in following social distancing requirements.

06 **OUT & ABOUT**

PUBLIC AREAS

Masks must be worn in almost all public areas around Koh Samui, including restaurants, coffee shops, grocery stores and retailers.

ISLAND TOUR

The Island is quiet, it is the perfect time to go discover all those hidden places, from the jungle to the beautiful beaches. We will be happy to help you organise a private tour around the Island. For more information on our activities, please contact the Front Desk.

BOAT TOUR

Willing to go out on the boat to discover Koh Samui's surrounding? How about a private boat excursion to the Angthong Marine Park for the full day with its incredible marine life and landscapes, or a half day trip to visit Koh Tan and Koh Madsum, also known as Pig Island. Contact the Front Desk for more information.

07 **FOND FAREWELL**

CHECK-OUT

Check-out process at the front desk. Payment with a contactless option is preferable. Please take advantage of our paperless check out with the invoice sent via email. Use our Belmond App to enjoy virtual checkout. While you are there, why not explore other Belmond properties around the world read our inspiring publications to help you plan your next adventure?