



**Astadala**  
Hospitality

Stay Well  
with **Astadala**



Our Commitment to  
Cleanliness & Safety



## Stay Well with Astadala

The health, well-being, and safety of our guests and team members remain the top priority at Astadala. By following the latest high hygiene and cleanliness requirements and adding extra precaution into our standard operations, Astadala continues to actively monitor and ensure a safe, healthy, and clean operation and facilities including our property's public areas such as lobbies, shared pools, toilets, restaurants, and spas.

Our specific implementations at Astadala properties are including:

### Arrival

#### Picking-Up Guest at Airport

- For the strictly hygiene procedure, the private car is being sanitized before and after trip.
- Our representative wears face mask and hand gloves when pick up our guest at airport.
- If guests didn't bring their own face mask and hand sanitizer, our representative provides the new ones to use.
- Guest's bags and luggage will be thoroughly disinfected before stowed in the car.

## Arriving at Astadala Properties

- Guest's body temperature will be checked upon arrival at our reception.
- Bags and luggage will be sanitized thoroughly before check-in process.
- If guests did not bring their own hand sanitizer, guest can use the one that available at the reception desk.



## Room Check-in and Check-out

- Physical distancing procedure and other measures are followed by all of our team to minimize direct contact during the service.
- No shaking hands are practiced. We exchange our warm hand gesture by *Namaste*; palms pressed together toward chest, with fingertips pointing up.
- All of our front-line team members wears face mask, face shield, and hand gloves at the reception.
- If guest didn't bring their own face mask or pen, guest can use the new ones that available at reception desk.
- Reception desk will be sanitized thoroughly before and after check-in and check-out process.
- Guests are required to fill the Guest Health Declaration Form for providing the information related to health issues and travel history in past 14 days.
- Room keys will be sanitized before given to guest upon check-in.



## Food Handling

- Physical distancing procedure and other measures are followed by all of our team to minimize direct contact during the service.
- No shaking hands are practiced. We exchange our warm hand gesture by *Namaste*; palms pressed together toward chest, with fingertips pointing up.
- Restaurant seating is also arranged based on physical distancing protocol.
- All of our food and beverage team wears face mask, face shield, and hand gloves.
- Guest's body temperature will be checked upon entering the restaurant.
- All dining for breakfast, lunch, and dinner is only served in ala carte menu.
- All food and beverage are handled, stored, prepared, cooked, and served through a strict food hygiene and safety procedures in the kitchen.
- Restaurant and room service menu can be accessed digitally via **Astadala WebApp** for our guest in Seminyak property area, and **The Bene App** for guest at The Bene, Kuta. Meanwhile, sanitized printed restaurant menu is only available upon request.
- Bill folders will be sanitized prior to be given to guests.





## Housekeeping Services

- All of our housekeeping team wears face mask and hand gloves.
- Turn down service including the room cleaning, towel, and linens changing, and laundry pick-up service are based on request only.
- Any high touch areas are thoroughly cleaned and sanitized, including TV and AC remote controls, desk, sofa, cushion, safety box, switches, door handles, railings, and areas that also get most use in spas, restaurants, and other public areas.
- Guests will receive new sterilized personal bathroom amenities.
- Regularly sterilize rooms, spas, restaurants, lobbies, and other public areas by a Ultra-Low Volume (ULV) cold fogger.
- Amenities such as; bed runner, stationeries, guest room directory, and room service menu are removed, to minimize risks from frequently touched sharing objects.
- Alternatively, guest room directory including room service menu and all in-house promotion can be accessed digitally via **Astadala WebApp** for our guest in Seminyak property area, and **The Bene App** for guest at The Bene, Kuta.



## Spa

- All of our spa team wears face mask, face shield, and hand gloves.
- Guest's body temperature will be checked upon entering the spa facilities.
- If guest didn't bring their own face mask or pen, guest can use the new ones that available at spa reception.
- Hand sanitizers are available at spa reception desk, spa room, and spa lobby.
- Non-staying guest are required to fill the Guest Health Declaration Form for providing the information related to health issues and travel history in past 14 days.
- Spa Consultation Form and spa bill holder will be sanitized before to be given to guests.
- Spa menu can be accessed digitally via **Astadala WebApp** for our guest in Seminyak property area, and **The Bene App** for guest at The Bene, Kuta. Meanwhile, sanitized printed spa menu is available only upon request.
- Reception area will be thoroughly sanitized prior and after serve the registration process.
- Spa therapists are required to take body temperature check before each treatment, and wear extra protection such as; apron and face shield when treatments are performed on guests.
- Spa therapist also follow strict hygiene standard before and after conducting the treatment.
- Guest is required to take a shower before and after treatment.
- All bed linens, towels, eye pillows, and pillow covers are changed and sanitized after treatment.
- All personal spa amenities including hair comb and cotton buds are upon request only.



## Astadala Team

- All team have been fully trained across the operational and personal with high hygiene standards based on the health and safety protocols from World Health Organization (WHO), Indonesian Government, and related authorities. Regular trainings are also in place.
- To reinforce hygiene and healthy habit within Astadala Working Culture, we require our staff for:
  1. Wearing face mask and practicing physical distancing all the time.
  2. Always washing and clean their hands at hand washing basins or hand sanitizers that are available in common areas that easily and strategically accessed by our staffs.
  3. Checking their body temperatures before start the activities and service.
  4. Following specific health and safety procedure in their respective department.
  5. We also regularly review any latest updates and protocol from the government as well as the world's leading health experts to ensure the effectiveness of our health and safety response.
  6. We do cooperate with the dedicated local medical service to support our medical emergency response and continually advise our hygiene practice.





Stay Well  
with Astadala

## About Astadala

Astadala is a hospitality company based in Bali, which manages 6 properties in Seminyak and Kuta. It was begun with the first property, Villa Seminyak Estate & Spa, where we have hosted and served many guests from around the world, who mostly keep coming back year after year for their great experience at our hospitality. Besides, we have successfully expanded our services to serve our guest more through two other brands of luxury private pool villas; The Seminyak Suite- Private Villa and The Haere, Seminyak. In Kuta, we also establish our hotel brand named The Bene, Kuta. Meanwhile, our products and services also expand into culinary by opening Pencar Authentic Balinese & Seafood Grill, and for the spa and wellness option through Lagoon Spa Seminyak.

Our collection:



THE HAERE  
SEMINYAK

THE BENE  
KUTA - BALI



Pencar  
Authentic Balinese &  
Seafood Grill

### Astadala Hospitality

Jalan Raya Seminyak, Kuta 80361, Bali, Indonesia  
p. +62 (361) 738 738, f. +62 (361) 738 585  
info@astadala.com, www.astadala.com