



## BANGKOK SUKHUMVIT 11

Action Guidelines of Alternative State Quarantine



ADD US ON LINE

The below guidelines are in keeping with the Ministry of Health to ensure well-being of our guests and staff members. Please adhere to them strictly.

### Do's

1. Follow the link <https://lin.ee/4LX00uF> or scan the above QR code to add us on LINE. You can contact us for any queries related to your stay and well-being during your stay through LINE.
2. Please stay in your room and maintain a safe distance from other guests.
3. While you are in the public areas, you must always wear a face mask and maintain a distance of at least 1 metre from other people.
4. Personal items should be kept separately. For your safety, please do not share items such as cutlery, glasses, towels or dishes with any other guest even with your own children if you are sharing a room.
5. Wash your hands with soap or alcohol gel every time you cough or sneeze and before and after using the washroom.
6. Leave the rubbish in your room in the infectious trash can provided to you. If the litter is full, fasten the garbage bag and place it in front of your room. Each day we will collect the garbage bags at 3 PM and 9 PM only.
7. Until your 5th Day COVID test, please stay in your room only. You will be allowed to leave the room if your test result shows negative.
8. To access the Relaxing Area, guests are required to check for available slots with our staff through LINE. If the slot is available, then we will block the schedule and inform you.
9. Please use the elevator to access the Relaxing Area. Only one guest will be allowed to access the elevator at a time. Please clean hands with alcohol gel and wear your surgical mask before entering the elevator. Please do not speak or use your cellphone while in the elevator.
10. If you are feeling sick and would like a consultation please use the below options:
  - 10.1 LINE: If you are feeling mild symptoms and would like to have it assessed, please reach our staff through phone or video call option on LINE between 8 AM – 8 PM
  - 10.2 On-Call: In case of serious illness, emergency or would like a professional opinion after consulting our staff, please feel free to speak to our nurse on duty. **To contact please dial 0**
11. After the initial assessment, if you are sick, the nurse and hotel staff will coordinate with the main team at BNH Hospital who are available 24 hours in case of any emergency. The hospital offers ambulance assistance 24 hours a day to bring patients in.
12. Wear the sandals provided by hotel any time you leave the room

### Don'ts

1. Do not use the washrooms in public areas. Only use the one in your room.
2. Do not share your meals with others, even young children.
3. Do not take anything from your room outside. Be it personal belongings or items provided by the hotel.
4. You are not allowed to order food or other items from outside to be delivered to you.
5. Do not bring fresh food, food without FDA, or yoghurt and pasteurized product for consumption.
6. Do not self-medicate or use non-prescription drugs when you have fever or it's symptoms. Please the contact hotel or nurse on duty immediately if you experience any symptoms.
7. Do not bring knife, scissors or sharp objects into the room or out in public area.
8. Do not leave the windows or doors of your room open.
9. Do not touch the surface or walls in the public areas or your room. In case you are by the poolside please be careful not to step on wet footprints left behind by other guests.
10. Consumption of alcohol is not permitted during your stay. This is a strictly non-smoking hotel, hence smoking in your room is not allowed
11. Do not leave the designated space assigned to you. If necessary, please notify the hotel officer.
12. Avoid the discharge of any bodily fluids on to the floor or on any surface.

We regret to inform you that during your stay with us you will not be able to receive any visitors inclusive of family members.