

**Cheong Fatt Tze . The Blue Mansion**  
14 Leith Street, George Town  
10200 Penang, Malaysia

T | +604 262 0006  
F | +604 262 5289

[www.cheongfattzemansion.com](http://www.cheongfattzemansion.com)  
[reservations@cheongfattzemansion.com](mailto:reservations@cheongfattzemansion.com)

managed by straits indigo sdn bhd



CHEONG FATT TZE  
THE BLUE MANSION

16<sup>th</sup> March 2020

## **UPDATE: SAFETY & SECURITY MEASURES PLUS BOOKING & CANCELLATION POLICY**

In light of the current global health situation, we want to reach out and reassure our guests that the health and wellbeing of our guests and employees is our highest priority. As such, we would like to do our best to ensure your travel safety and security, and inform you of some measures we have adopted.

### **IN-HOUSE**

Measures taken for all those arriving at Cheong Fatt Tze- The Blue Mansion, include:

- Temperature checks
- Daily full disinfection of guests rooms, including fresh linens and towels
- Regular disinfection of public, high-touch areas such as the lobby desk, washrooms and F & B outlets (in between customers) and our back-of-house
- Spacing guests one room apart where possible, and 'resting' rooms for deep-clean in between guests
- Sanitizing stations available for guests in public spaces and hand-washing reminders
- Regular briefings to our in-house team on the COVID-19 situation
- Consultation of local and international public health authorities (World Health Organization, Centers of Disease Control & Prevention, Malaysia Ministry of Health) on preventative measures and hygiene protocols

Our team has also been trained on safe and correct usage of hospital grade disinfections and pay utmost attention to ensuring all surfaces, from door handles down to pens and hangers, are well cleaned, frequently.

We will also be maintaining records of where our guests have travelled to, and where they will be going next.

**Cheong Fatt Tze . The Blue Mansion**  
14 Leith Street, George Town  
10200 Penang, Malaysia

T | +604 262 0006  
F | +604 262 5289

[www.cheongfattzemansion.com](http://www.cheongfattzemansion.com)  
[reservations@cheongfattzemansion.com](mailto:reservations@cheongfattzemansion.com)

managed by straits indigo sdn bhd



**CHEONG FATT TZE**  
THE BLUE MANSION

## **BOOKING & CANCELLATION FLEXIBILITY**

We understand the concerns and restrictions in the current climate, thus we would like to offer you flexible options for your booking.

### **Existing Direct Bookings**

For guests with paid existing direct bookings, we would like to offer the flexibility to postpone your stay up to 12 months from your booked date, or cancel your booking up to 24 hours before the scheduled arrival date – as long as this is done before 30<sup>th</sup> April 2020.

### **New Direct Bookings**

For guests making new direct reservations to stay between now and 30<sup>th</sup> April 2020, we will also extend the same flexibility to reschedule or cancel up to 24 hours before their check-in date.

### **Third-Party Bookings**

For guests who have booked through third-party agents or websites, we recommend that you contact your booking provider for information on their policies.

Our hearts go out to all those who have been affected by this unprecedented global event, from health workers struggling to contain COVID-19, to businesses and livelihoods upset by it across industries.

We hope that sharing the information above helps you make the best decision for your trip, and look forward to wishing you *Selamat Datang* at Cheong Fatt Tze – The Blue Mansion.

Sincerest regards,

The team at Cheong Fatt Tze – The Blue Mansion