



THE MULIA, MULIA RESORT & VILLAS

NUSA DUA - BALI

SAY I DO WITH

The New Normal, Safety & Health Protocols

In the current climate of uncertainty surrounding travel, we would like to ensure you that the safety, security, comfort and well-being of our guests as well as our staff is of paramount importance as always.

In the past few months, Mulia Hotels Management team has been working restlessly from the shores of the Island of the gods, to put in place elevated Safety & Sanitation Protocols for the resort. Embracing the New Normal and safe travel, the resort is adhering to the World Health Organisation (WHO) guidelines to provide visitors with Peace of Mind.

Mulia Bali employees have been continuously updated with important information related to COVID-19 and provided with the necessary knowledge on the importance of good hygiene and cleanliness. Washing of hands and usage of masks and gloves is reminded through multiple channels including daily briefings as well as signage in all key employee areas. Other highlights include the significance of high sanitary levels by increasing the frequency on cleaning and sanitizing of all common public areas in the resort as well as high touch point areas such as guests rooms, elevators, door handles, railings, restaurants and kitchens using international standard disinfectants and the use of Electrostatic Machines when high intense disinfection is needed, and much more.

Mulia Bali is committed in providing the best experience to all guests by always welcoming travellers to our resort with distinguished warm Balinese hospitality. With the new normal, guests need not to worry about seeing any striking change as Balinese tradition embraces touchless greetings and the resort is designed adopting Balinese architecture principles with open space areas so that guests can fully enjoy the tropical ambiance, thus limiting the necessity to touch many surfaces and doors. All guests will still experience the same impeccable service and world-class products that you can expect from Mulia for your once in a lifetime celebration.

STAY WITH COMFORT

Upon arriving to the resort, all incoming luggage is sanitized prior to entering the resort area and guests body temperature will be scanned by a thermal scanner. Mulia's staff are required to wear masks at all times with a strict practice on self-hygiene. Implementation of safe distancing in public areas is also in place, including protective screens on information/service desks as well as a limited capacity per vehicle when it comes to transfer services. Sanitized stationeries are provided for guests upon registration. Hand sanitizers would be something guests will conveniently find across the resort with high visibility, and additional room amenities such as mask and sanitizer will also be available, including an adaption of a low touch approach wherever possible during the stay experience.

BLISSFUL NUPTIALS

VENDOR SET UP & PREPARATION

Vendors will be checked for body temperature upon entering the hotel premises by security. All vendors will be required to wear a face mask, hand gloves, and the resort will provide their shoe shoe covers. All equipment and decorations will be sprayed with disinfectant before entering the hotel premises. Chapel and indoor wedding venues will be sanitized three (3) times, before and after the event; while the dining area and tables will be thoroughly cleaned and sanitized before and after the celebration.

Before entering the wedding venues, guests are required to wear a mask and it will be required to be worn at all times. A body temperature check will be conducted at the entrance by our team members with maximum temperature allowed to enter the venue at 37.5° Celcius or 99.5° F. Our utmost priority is to create a healthy and safe meeting environment for you, thus hand sanitizers and amenities are provided at various locations for your convenience.

Now applying social distancing policies, new seating set ups at our wedding venues include maintaining a safe distance between guests at a minimum of six feet apart (our wedding specialist will guide you through the possible seating arrangements) as well as sanitizing venues, cleaning and disinfecting of all tables and chairs with international standard disinfectants and Electrostatic Machines when high intense disinfection is needed.

Taking safety and social distancing into mind, a new dining experience with serviced buffet and coffee breaks also being implemented, ensuring a high standard of hygiene for our guests.

A REFRESHING EXPERIENCE WITH WELLNESS IN MIND

Mulia will also extend an enriched program and menus with an emphasis on wellness and immune boosting to promote a healthy body, mind and spirit. Mulia's state-of-the-art gym will be practicing social distancing on all programs as well as daily deep clean on all equipment used and sanitized with medical grade disinfecting solution containing 70% alcohol after each usage. Outdoor fitness program will be encouraged with great options for a safer and more fun exercise experience. All pools and tubs are regularly tested to ensure that they meet the safety standards and acceptable chlorine levels for an adequate disinfection to neutralize the virus. The resort will also be strict in enforcing guest hygiene practices, such as requiring a shower before entering the pool or usage of spa facilities, using hand sanitizer before using equipment and forbid anyone who is sick from using these facilities.

DINE WITH EASE

Diners can now dine with ease, as all restaurants are adhering with strict guidelines adapting to the new normal such as; sanitizing of restaurant areas after each meal period, including tables and chairs, proper implementation and strict supervision on all staff hygiene and sanitation policies, checking of body temperature and all required measures prior to entering the work area, providing required amenities for guests including but not limited to hand sanitizer, face masks, implementation of safe distancing on outlet queue lines with visible markings and signage, additional spacing between all tables and seating at a minimum of 6 feet apart with maximum seating of 4 people per table. We also have safe food practices as recommended, including providing well-cooked meats, and temporary removal of uncooked dishes in all restaurants.

PEACE OF MIND

Mulia partners with internationally qualified suppliers as well as working closely with trusted hospital and medical support to highly anticipate COVID-19. We are monitoring closely the health conditions of our guests and staff members by encouraging everyone to be vigilant. Each guest room assignment and check-in will be given a breathing period, reporting any suspicious cases or other necessary actions in compliance with the WHO advisory to the current COVID-19 situation. All international business travel to areas with higher infection rates are suspended at this point of time and, if any of our employees travel to those areas for personal reasons, mandated quarantine will be required for them to stay home for two weeks upon their return. If an employee appears to be suffering from flu-like symptoms, they will be asked to promptly seek medical attention and to remain at home until they are free of symptoms. We are continuously encouraging guests who are ill to seek medical attention and to avoid public exposure as much as possible. Protocols are in place to help guests get the medical attention they may need and high sanitizing procedures in hotel rooms where guests who become ill are staying.

As the New Normal continues to develop, Mulia is committed to constantly adapting and implementing new and available technology or systems to ensure a safe environment, for all staff and guests.