



COVID 19 – OUR COMMITMENT TO HEALTH AND WELLBEING

Take a peek into the future of travel in a post-Covid world

Let's address the elephant in the room, shall we? What seemed like a storm in a teacup in the beginning, Covid-19 has rapidly changed life as we know it. We've experienced shut borders, work from home situations and the closure of hotels, restaurants and bars. As we dream of future vacations, from sipping mai tais in Bali's beachy boltholes to gallivanting around a quaint cobblestoned village in Europe to going on a southward safari Down Under, we can't help but wonder what the future of travel in a post-Covid world would look like. But not all hope is lost, as countries are slowly easing their lockdown measures, including us.

After carefully assessing every risk and tailoring preventative measures that ensure the health and safety of all our guests and staff, **Sungai Jungle Villas** is ready to welcome you back at our two villas as soon as travel bans and lockdowns are lifted.

Australian Lucy Jackson, Co-Founder and Director of Lightfoot Travel, says:

"Whilst some may take off on an epic adventure to celebrate their newfound freedom, we anticipate others will choose a safer, more Covid-protected option, such as a luxury villa in popular destinations such as Sri Lanka, Greece or Bali. Villas are a brilliant option for individuals looking to limit those they come in contact with and also act as a great base for extended family get-togethers and celebrations," adds Lucy.

At the Jungle Villas we look forward to welcoming you warmly, to the highest standards of hygiene and service. As the safety of our guests, employees and community is paramount to us at Sungai Jungle Villas - where social distancing occurs almost naturally, we have stepped up precautionary measures to ensure every stay with us delivers a memorable, safe, clean and comfortable experience.

Our unique guest experience has been the bedrock of a stay at Sungai since our inception and has always included the utmost privacy and exclusivity. It forms a seamless part of our new operational procedures, which safeguard your peace of mind at every turn.

Our Commitment to Care & Cleanliness

As we welcome you back, we are committed to operating to the highest levels of health and safety vigilance, providing you with the safest, most comfortable and flexible experience while enjoying the high standard of service expected by our clients. Below you can see the key initiatives that our guests will benefit from, and details of our 98% alcohol personal sanitising products. Thermal check-ups, use of sanitisers and PPE by hotel staff will be the new normal. Linens playing the crucial role in the room, the need of the hour will be sanitising of pillows and mattresses.

We have also worked on producing a streamlined, easy check-in process that not only enhances our guest experience but also frees up staff time to focus on delivering the next level of service. However, zero-friction is not realistic nor desirable in a private villa environment. We will continue with our practise of pre-arrival online questionnaires, introduce the use of online bills and shopping checks, and further encourage the use of apps for ongoing contactless communication wherever possible. This innovative approach allows guests to message requests or questions to the villa and guest relations managers for services including dinner reservations, scheduling spa appointments, insider tips, recommendations for local hotspots, and much more.

However, we will not remove all personal contact, as that is integral to our product. **Sungai Jungle Villas** will operate under 'sensible' and 'villa appropriate' COVID related safety protocols. While the Sungai experience may look different in this new environment, it will ultimately feel the same.

Humans have been shaking hands to signify a well-intentioned greeting since as early as 5 AD. But since shaking hands is one of the best ways to share germs, the Sungai team will now greet guests with a slight bow instead.



Proactive and Preventative Measures

We have created a 'CLEAN' PROGRAM' based on that developed by the Singapore Government for use by all hotels in Singapore.

Specifically, here are some enhanced cleanliness and wellbeing measures that you will see and experience at the villas:

GUEST HEALTH CHECKS

- Enquiry of guest travel history via QR code prior to arrival
- Guests and all luggage treated with sanitiser on arrival
- Guest temperatures checked on arrival and logged for reference
- Any guests showing signs of fever, dry cough, sore throat, shortness of breath and muscle pain will be referred to one of the superior hospitals catering to western tourists, or our preferred 24hr medical centre at nearby Canggu (allied with Siloam Hospitals) and also available for home visits.

GENERAL HYGEINE

- Enhanced cleaning procedures using hospital grade cleaning materials in all guestrooms, common, and high-touch areas, such as regular cleaning of door handles
- High touch points in rooms are given extra attention - remote controls are cleaned and sealed in bags
- All staff have been given the appropriate PPE gear
- Temperature checks of staff before shifts
- Complimentary optional masks and 98% alcohol hand sanitizer is being offered to guests upon collection from airport/other hotel. Specialized care kits will be provided to all guests including face masks, disinfectant wipes and hand sanitizer
- Cars: high touch areas sprayed with sanitiser prior to guest pick-up. Luggage handles sprayed prior to loading and once in guest rooms
- Deep cleans post-stay have been elevated from commercial grade to hospital grade
- Increased scheduled cleaning of air conditioning systems
- The veracity and high safety profile of the cleaning products used has been certified by the local equivalent of Australia's Therapeutic Goods Administration
- We have elevated our rigorous cleaning procedures for all guest rooms in compliance with advice from [Diversey](#), and introduced additional safety measures such as avoiding back-to-back usage of rooms to allow for deeper sanitation practices, and pillows will be professionally laundered and sanitised.
- Bed linens and towels are changed upon request following our eco-conscious policy
- We are in the process of introducing no-touch tech solutions where sensible/appropriate so as to help minimise contact and reduce the transmission of germs
- Touchless technology wherever possible at check-in. When that's not possible, staff will sanitise between uses (such as the pen used for signatures during check-in if you don't use your own)
- We will provide either a single-use menu or sanitise them after every use.
- Likewise, our iPads that also offer menus for the bar, spa and dining (guests may prefer to download the menus to their devices)
- Appropriate physical distancing of guests and employees

In spite of the above initiatives, we will be allowing **a day at least between bookings** so that the team have time to fully clean the villa/s.

On property, we will continue to adjust measures to remain in line with different government guidelines – including social distancing and temperature monitoring. If we are in any doubt about our local government's approach, we will always go further to ensure the safety of staff and guests. This includes exceptional protocols on sanitisation per the best-in-class standard.

Our specialty personal sanitisers:



Product Name:
Handy Spray - freshAF

Product Group:
Antiseptic aromatherapy spray

Product Description:

Handy Spray is designed to disinfect and refresh hands or hard and soft surfaces such as face masks, helmets, yoga mats, handles, car seats etc. It contains a synergistic blend of Isopropyl and Ethyl alcohols (98%) to provide extra potency + strong scent to help neutralize offensive odours.

Product use:

To spot sanitize soft surfaces: spray until fabric is wet. Do not saturate. Fabric must remain wet for 30 seconds. Let air dry. For hard surfaces: spray evenly over surface and allow to air dry.



Product Name:
Handy Gel - cleanAF

Product Group:
Antiseptic and Moisturizing Hand Sanitizer Gel

Product Registration:
BPOM NA: 18200101656

Handy Gel hand sanitizer: in dining pavilions, at all entries/exits, and inside bathrooms. Powerfully effective - kills bacteria in under 30 seconds, inactivates [viruses](#) in under 2 minutes, and kills yeast and fungi.

Product Benefits:

- CleanAF provides a sterile solution without the need for water.
- Contains cosmetic-grade skin conditioners and moisturizers, plus aloe vera, to not irritate sensitive skin.
- Non-toxic, biodegradable, and non-cumulative in the eco-system, making it environmentally friendly.

Product Description:

Our Handy Gel it's made to clean/sanitize hands without drying them out. It contains a much higher grade of alcohol than regular hand sanitizers. This makes it much more potent and purer than commercial counterparts. Due to the extra potency, less product is needed to be effective. In order to properly address the alcohol content issue, it's imperative that one understands that not all alcohols are created equally. So, to compare only on the basis of percentage (%), is not correct. One must take into account the actual PURITY of the alcohol being used to determine efficacy.

Hand crafted small batches, the base of the product is a modified Aloe Vera Gel, that is thickened, so that when blended with the alcohol - it still remains in light gel format that is easy to spread/use. The scent is uplifting citrus - which consists of Tea Tree essential oil (which is known for antiviral effectiveness), Cold Pressed Lemon essential oil (also great for killing germs) and Lemon Yuzu Oil which is a very perky and happy scent.

Product Use:

Hand disinfection, cleansing and moisturizing. Pour on hands and rub it evenly.

At the Jungle Villas we want to make your trip as safe and enjoyable as possible. When you are ready to travel, we'll be waiting with meaningful, memorable experiences for all who stay with us.

If you have any questions before your stay, feel free to contact us or use the following resources:

[Australian Government Department of Health and resources](#)

[New Zealand Ministry of Health](#)

[World Health Organization](#)