



# RIVA SURYA HEALTH AND CLEANING PROTOCOLS

OUR COMMITMENT TO YOUR HEALTH

Continuing our commitment to health and safety, Riva Surya has received the “Amazing Thailand SHA Certification” for the hotel. Underwritten by the Tourism Authority of Thailand, the SHA Certification ensures confidence that the hotel is providing the highest standard of safety and security for both guests and staff.

Since opening eight years ago, we have always been innovative in our cleaning standards. Our new, in-depth cleanliness and disinfection protocol was created in partnership with SHA and is designed to ensure guest’s safety and peace of mind from check-in to check-out.

## WHAT ARE THE NEW PROTOCOLS FOR PREVENTION OF SPREAD OF INFECTION

New cleaning and disinfection procedures, increased attention to safety in communal spaces, protective equipment, and updated training for team members are included in the new protocol. These protocols describe specific processes and measures that are designed to make you feel confident when you visit us.

We have created a programme of measures to ensure that our guests can enjoy their stay to the full without any worries. We have adapted all the processes and protocols for cleaning and hygiene of rooms, common areas, restaurant and bar, to meet all the necessary requirements and obtain the strictest and most demanding certification to guarantee the safety of our guests and staff. All our staff have been widely trained to comply with all the measures of the programme.

- Bedding and linen changed and cleaned daily, or less often according to preferences and washed at sufficiently high temperatures to ensure sterilisation.
- Increased ant-viral spray disinfection measures in place for all in-room furnishings and surfaces: eg. Telephones, bedside buttons, and ornaments.
- Increased cleaning in place of air handling and fan coil units as well as regular maintenance and filter changes.
- Increased cleaning in place of all hard surfaces throughout the hotel public areas and in guest rooms – focusing on frequently used elements such as door handles and lift buttons.
- Significant increases in regular disinfection is conducted across all hotel areas.
- Table distancing measures in dining areas to ensure alignment with local requirements

RIVA SURYA  
BANGKOK



# RIVA SURYA HEALTH AND CLEANING PROTOCOLS

OUR COMMITMENT TO YOUR HEALTH

