



HOLIDAY INN VANA NAVA HUA HIN A CLEAN PROMISE THAT KEEPS YOU AND YOUR FAMILY, OUR TEAM AND OUR COMMUNITY SAFE

Hua Hin, Thailand, June 9, 2020 - As the world adjusts to new travel norms and expectations, we are committed to enhancing the family-friendly experience of staying at the Holiday Inn Resort Vana Nava Hua Hin, by redefining cleanliness and supporting personal wellbeing throughout your stay.

Using new, science-led protocols and service measures, partnering with industry leading experts, and as part of the global IHG Clean Promise, the strengthened measures will give you greater confidence and our team the protection needed.

“A Clean Promise means that we’re committed to delivering high levels of cleanliness for our reopening. That means clean, well maintained, clutter free rooms that meet our standards. So that you and your family can have a safe and memorable stay with us.” -- Michael Janssen, General Manager

In preparation of welcoming you and your family back to our hotel, we are rolling out a new programme, under the global IHG Clean Promise, where you can expect a re-engineered guest experience with the highest health, hygiene and safety standards with all the usual fun, safe and on-site activities you have come to expect from our resort and waterpark adventureland.

At all our family-friendly restaurant, Plamong, you’ll find distanced seating, staff wearing personal protective equipment plus hand sanitizer placed on every table to ensure that you have a safe and enjoyable dining experience with stunning ocean views. Deep cleaning of tables and tableware between each seating will be carried out by our service team at all our food and beverage outlets including Plamong, Thalay Bar and Vana Nava Sky.

We’re introducing new Meeting and Events procedures, so whether it’s your wedding day, a family reunion, or a work event, we have the space and staff plus health and safety measures to give you a day you’ll always remember.

With complimentary access to Vana Nava Waterpark, next to our resort, you can rest assured that all health and safety measures that we’re implementing across the hotel are the

same at the waterpark including additional hygiene standards that'll keep the family happy, safe, and entertained.

New opening hours of the waterpark will be 11:00AM to 4:00PM and to enter there will be temperature checks for all employees and guests plus all guests and staff must wear masks. Social distancing at the waterpark will include: controlled number of people permitted entry at any given time to ensure that each guest has adequate space. Social distancing signage and ground markers will make sure that 1.5 meters are kept between guests when lining up at all the attractions, food and beverage outlets and retail areas. UV-C sterilizer of utensils will be used at all the food and beverage outlets.

At Vana Nava Waterpark health monitoring and safety tracking will be recorded by the RFID bracelets. High-touch areas will be deep cleaned and sanitized every hour. Waterslide tubes and floats will be sanitized after each use and bedding sets at the cabanas and lounge chairs will be sanitized daily. All towels will be cleaned at a minimum temperature of 80 degrees celsius. All chlorine levels throughout the park will be checked every 2 hours. Touchless payments will be enabled through the wristband that all customers are given upon entry to the waterpark.

Kids are still welcome aboard at our spacious, modern and nautical themed kids club where kids are captains of their fun. With mandatory staff health checks before every shift, thorough and continuous cleaning of high-touch surfaces and limited numbers, kids will be happy and safe and more importantly you'll have well-deserved time all to yourself.

Our team is dedicated to doing our part in stopping the spread and we are taking extra precautions across the hotel to maintain the highest level of hygiene. We're closely monitoring the updates around the coronavirus (COVID-19) outbreak and will act fast to ensure we're taking all of the latest precautionary measures to avoid any risks.

Our Covid-19 Action Plan is in collaboration with disinfection experts to further enhance the existing hygiene & cleaning protocols across the hotel.

Key highlights of our Covid-19 Response and Action Plan

Our Way of Clean with COVID-19 protocols and best practices reflect the advice of the World Health Organization, Centers for Disease Control & Prevention and local public health authorities in markets around the world.

1. Screening: including temperature checks, wearing of personal protective equipment,
2. Social distancing & signage: in the ballroom, restaurants, lobby and all other public areas across the hotel and waterpark guided by signage and monitored by staff,
3. Health monitoring: of all staff before the commencement of each shift,
4. Deep cleaning: enhanced across all areas of the hotel with an emphasis on high-touch areas with hospital-grade disinfectants,
5. Touch-less experience: with online food ordering; hands-free resort access and room access.

This plan addresses all facets of our hotel operations. From revised protocols for check-in, back offices, guest rooms, and all public areas with heightened sanitization measures and deep-cleaning protocols.

From the friendly faces that greet you in the lobby, to our professional servers bringing you the freshest dishes, to our thorough housekeeping staff that service your rooms daily, we are amplifying our efforts to keep all areas of the hotel sanitized and safe for you and your family.

Continuing the culture of clean

Our Way of Clean already includes deep cleaning with hospital-grade disinfectants, however in times like these, we are ensuring all staff follow these official guidelines with the support of our Hygiene Manager and a team of Clean Champions to ensure that all staff are educated and up-to-date on the latest information regarding Covid-19 and correct sanitization measures with specially curated training sessions and a culture of:

- Regular hand washing throughout the day for at least 20 seconds at a time
- Mandatory staff temperature checks prior to starting daily shift
- Mandatory completion of Staff Health Declaration form for all staff
- Easy access to hand sanitizer provided throughout the hotel for all staff and guests
- Additional cleaning of high-touch areas

Across our hotel, we are implementing these specific Clean Promise guidelines and measures to prevent the spread so that during your stay you can relax, recharge and have fun.

We look forward to welcoming you back to our beautiful resort and water park in Hua Hin with engaging fun for the whole family from teens to tots. If you have any questions or need further information about our response to Covid-19, please [contact us](#).

For more information about our Clean Promise [click here](#).

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Notes to Editors:

Holiday Inn Resort® Vana Nava Hua Hin is Asia's first Holiday Inn® water park resort, located in the seaside resort town of Hua Hin, a 3-hour drive south of Bangkok. The resort has 300 modern and spacious rooms and suites, including KidSuites® decked out with bunk beds and play areas where children aged 12 and under stay and eat free. The resort boasts world-class MICE facilities including Hua Hin's largest ballroom, a luxury spa, modern kids' club, a state-of-the-art fitness centre, an infinity pool located on the 26th floor and a rooftop bar with panoramic 360-degree views of the Gulf of Thailand and Hua Hin plus unlimited access to Vana Nava Water Jungle next door. From Hua Hin's highest hotel, guests are invited to experience a modern, fun and sophisticated getaway in Hua Hin at the [Holiday Inn Resort® Vana Nava Hua Hin](#).

Holiday Inn®: Started over 60 years ago and with nearly 1,200 hotels worldwide today, the Holiday Inn® brand is the most widely recognised lodging brand in the world. During that time, it was the first hotel brand to launch a computerised reservation system in 1965, one of the first international hotel brands to establish a presence in China in 1984 and the first to take an online booking in 1995.

The '[Kids Eat & Stay Free](#)' programme available at every Holiday Inn® property, and KidSuites® rooms at every Holiday Inn Resort® hotel, demonstrates the long-standing commitment of the Holiday Inn® brand to serving family travellers, along with a comfortable atmosphere where everyone can sit back and relax.

For four consecutive years, the Holiday Inn® brand has been ranked "Highest in Guest Satisfaction Among Mid-scale Full Service Hotel Chains", according to the J.D. Power and Associates North America Hotel Guest Satisfaction Index Study.

For more information about Holiday Inn® and Holiday Inn Resort® or to make a reservation, visit www.holidayinn.com. Find us on Twitter <http://www.twitter.com/holidayinn> or Facebook www.facebook.com/holidayinnhotels.

IHG® (InterContinental Hotels Group):

IHG® (InterContinental Hotels Group) (<http://bit.ly/2l8PA5S>) [LON:IHG, NYSE:IHG (ADRs)] is a global organisation with a broad portfolio of hotel brands, including Six Senses Hotels Resorts Spas (<https://www.SixSenses.com>), Regent Hotels & Resorts (<https://www.RegentHotels.com>), InterContinental® Hotels & Resorts (<http://bit.ly/2lGp441>), Kimpton® Hotels & Restaurants (<http://bit.ly/2n6GCGK>), Hotel Indigo® (<http://bit.ly/2laCZza>), EVEN® Hotels (<http://bit.ly/2nefHJi>), HUALUXE® Hotels and Resorts (<http://bit.ly/2nfok6r>), Crowne Plaza® Hotels & Resorts (<http://bit.ly/2lawOLu>), voco™ (<http://bit.ly/2mF3oWd>), Holiday Inn® (<http://bit.ly/2nei6Uk>), Holiday Inn Express® (<http://bit.ly/2ne0Bn5>), Holiday Inn Club Vacations® (<http://bit.ly/2ne0Bn5>), Holiday Inn Resort® (<http://bit.ly/2mIJzNu>), avid™ hotels (<http://bit.ly/2mIKj5e>), Staybridge Suites® (<http://bit.ly/2mF9hTj>), Atwell Suites™ (<https://www.AtwellSuites.com/>), and Candlewood Suites® (<http://bit.ly/2n6SloK>).

IHG franchises, leases, manages or owns more than 5,700 hotels and nearly 856,000 guest rooms in more than 100 countries, with over 1,900 hotels in its development pipeline. IHG also manages IHG® Rewards Club (<http://bit.ly/2lKCPyH>), our global loyalty programme, which has more than 100 million enrolled members.

In February 2019, IHG acquired [Six Senses Hotels Resorts Spas](#), adding 16 hotels (1,347 rooms) to its system and 18 hotels to its development pipeline.

[InterContinental Hotels Group PLC](#) is the Group's holding company and is incorporated in Great Britain and registered in England and Wales. More than 350,000 people work across IHG's hotels and corporate offices globally.

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