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## **Covid-19 Update**

At Nirjhara 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, here at Nirjhara - 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.

While our resort is located only 15 minutes away from the vibrant town of Canggu, it sits in a secluded enclave in the quiet fishing village of Kedungu, surrounded by boundless ricefields and a calm, meandering river. Our 25 standalone villas are spread out over 2 hectares of lush tropical gardens to offer complete privacy and intimacy.

Recently implemented hygiene measures include:

### **TRANSPORTATION / ARRIVAL**

- Our team members wear face masks at all times, but a smile radiates from the eyes and this does not impede us from making you feel at home at Nirjhara.
  - We thoroughly sanitize our own fleet of spacious private cars before and after each trip to provide safe transfer services within the island.
  - For all pre-booked guests, check-in formalities are completed online to reduce contact and deliver a speedy check-in.
  - Body temperature checks are conducted for anyone entering the property.
  - All luggage that enters the property is sanitized thoroughly before being delivered to your room.
  - Hand sanitizer dispensers are placed inside our cars, entrance and public areas (Front Desk, Ambu Restaurant, The Pool Bar, The Retreat Spa & Gym, Lounge, Library, Boutique, Yoga Shala and Public Bathrooms).
  - For your respect and safety, we will maintain physical distance during the process of check-in and check-out, but we will always remain on hand throughout your stay for any assistance.
  - The Front Desk area is being sanitized once per hour. Room keys and all commonly shared objects and frequent touch points are also being meticulously sanitized prior to being given over to our guests.
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## ROOMS

- Our housekeeping team members wear face masks at all times and wash their hands prior to cleaning each villa.
- All in room paper amenities, books, yoga mats, pens, umbrellas, decorative cushion, bed runner, our Nirjhara beach bag, including the guest directory, menus and experiences pouch are cleaned and stored for 48 hours prior to being delivered to your room. Digital alternatives for guest directory, dining, spa and experiences menus are also available online.
- We allow all rooms to breathe by keeping them well ventilated during servicing.
- Minibar is fully stocked prior to guest arrival and replenished upon request only.
- Bed linens and towels are changed upon request following our eco-conscious policy.
- Increased sanitation is performed not just in your room but in all public areas on all frequent touch points such as: door handles, toilet flushes, sinks, amenities dispensers and also in all commonly used objects such as: TV remote control, telephone, safety boxes, hangers, luggage rack, coffee machine, kettle, minibar and Bluetooth speaker.

## AMBU / POOL BAR

- Our staff wear face masks and maintain a proper distance at all times while remaining on hand to uphold the highest standards of service.
- The seating plan in the dining room at Ambu offers ample space between all tables.
- Restaurant menus and bill folders are sanitized prior to being given to guests. Digital options also available for your phone.
- Our team members are hand washing enthusiasts and well trained on hygiene protocols.

## SPA / GYM / SAUNA

- Spa therapists wear masks at all times and wash their hands thoroughly at the start of each treatment.
- Guests are offered to take a shower prior to receiving a spa treatment.
- Saunas may be used only upon request and are meticulously cleaned after each use.
- Hand sanitizers, surface cleaning sprays and disposable paper towels to clean the equipment are available at the Gym and Yoga Shala. Yoga mats are sanitized after each class and gym equipment is cleaned regularly throughout the day.

At Nirjhara, social distancing occurs almost naturally and we are already smiling at the thought of welcoming you back.

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