



Warm greetings from Hotel Mezzo,

In the current climate of uncertainty surrounding travel, we would like to reassure you that our guests' and team members' wellbeing and safety is our utmost priority, now and always.

Hotel Mezzo continues to work with local health authorities while strictly adhering to guidelines and directive imposed by the governing bodies to mitigate the impact and spread of COVID-19.

Check-In.

- ✓ Guest registration via MySejahtera QR code scan and body temperature screening of guests upon arrival,
- ✓ Hand sanitizers are provided and guests are encouraged to use them,
- ✓ Guests will be provided with face masks and disinfectant wipes on request,
- ✓ Cashless payment modes such as e-Wallets or Visa payWave are highly encouraged for contact-less check-in.

Enhanced cleaning.

- ✓ High-touchpoints like the door handles, key cards, menus, elevator buttons, counter tops, and railings are disinfected regularly,
- ✓ For the safety of our guests, rooms are sanitized after every guest check out, all unused amenities discarded and rooms will be quarantined for 48 hours before the next guest check-in,
- ✓ Special attention are given to high touchpoints like door handles, telephones, remote control and bathroom facilities,
- ✓ Non-necessary amenities are removed from the rooms in order to reduce risk of transmission. However, they will be provided on request.

Social distancing.

- ✓ Seating in common areas and lobby have been reconfigured to ensure safe distances between guests,
- ✓ You will find social distancing floor markers in our reception, inside the elevators, and in our common areas,
- ✓ Protective acrylic shields are placed at our reception counter,
- ✓ All staff members are required to wear mask, sanitize their hands regularly, and are well trained to follow practices of maintaining social distancing.

Book with Confidence.

- ✓ We've also adjusted our cancellation policy to a 24-hour cancellation policy to allow guests the flexibility and peace of mind needed during uncertain travel conditions.
- ✓ Enjoy 20% limited-time discount on top of our everyday low rates on direct web bookings!