

Bonnington

JUMEIRAH LAKES TOWERS

Dear Guest,

Welcome to Bonnington Jumeirah Lakes Towers.

We pride ourselves with putting your safety first. We already have strict sanitation and cleanliness guidelines in place but want to provide you with the necessary information to assure you we are doing everything in our power to ensure you have a comfortable stay with us.

Adhering strictly to the guidelines set by the Dubai Health Authority and other relevant government entities, we have put the following practices in place for your safe stay with us.

GUEST ARRIVAL EXPERIENCE

Check-in

- Gloves and masks by the reception team are used as the new norm during the check-in and check-out process.
- Physical distancing markers are placed to ensure proper social distancing in the lobby and lifts.
- Hand sanitizers are provided in all common areas.
- Mandatory temperature checks are done on entry to the hotel.
- All public areas such as lobby, guest elevators, restaurant, meeting room, corridors, and washrooms will go through daily scheduled sanitizing, a minimum of 16 times a day or more depending on usage, whilst concentrating primarily on touch points to be sanitized.
- All checked-out rooms will have been vacant for 24 hours after sanitization prior to a new check-in.

GUEST DEPARTURE EXPERIENCE

Check-out

- All departure rooms will be thoroughly sanitized using disinfectant fogging procedure along with the steaming of bed mattresses, sofas and curtains.

IN STAY EXPERIENCE

Rooms

- Only two associates will be allowed to enter the room for the purpose of sanitizing, placing laundry and additional amenities. Room sanitizing will be done when the guest is not in the room.

Our team will continue to work with the Dubai Government authorities and adapt to guidelines from the World Health Organization to ensure the safety for our guests, tenants, visitors and the wider public.

Once again, we thank you for your continuous support.

Wishing you a pleasant stay.

Regards,
John Clifton
General Manager

- Rooms will go through the highest level of sanitization; associates will be in prescribed PPE and will use tested and Dubai Municipality approved chemicals to disinfect surfaces and all areas.
- Visitors of guests are always welcome; however we highly recommend that guests remain in the hotel lobby area. No unregistered visitors will be allowed onto the guest floors.
- A maximum of 4 person are allowed in an elevator.

FOOD & BEVERAGE

- All-Day Dining and In Room dining will be operational and will have full menu offerings of popular comfort food for in-house guests. Non-resident guests will also be welcomed following the authorities guidelines in regards to maximum restaurant seating capacity.
- Restaurant seating will be realigned to provide a minimum of 2 meter distance between tables. To avoid disappointment, advance table reservation is highly recommended.
- All service and clearance done through In Room Dining will be from the guest doorstep. Our associates will not enter the room.

BUSINESS CENTER

- Alternate desks will be allocated for use of computer and internet facilities.