

# SAFETY PROTOCOL



As we adjust to a new way of life, our experiences and expectations have shifted the way we do business. At AGS we take the wellbeing of our customers seriously and are committed to enhancing your time with us. As such, we have doubled our efforts to increase our standards of cleanliness, safety, redefining the services we offer our guests, allowing you to meet your colleagues and enjoy our conference in confidence.



## Festival Arena by The InterContinental Dubai Festival City

From meeting spaces that allow for a safe gathering, flexible terms and conditions that have been extended to mitigate investor risk, to touchless menus and contactless payment options - the AGS Dubai expo will take place at Festival Arena by The InterContinental Dubai Festival City.



## Arrival and check-in - Entry requirements

All passengers arriving to Dubai from any point of origin (including GCC countries) must hold a negative PCR test certificate, for which the test must be taken no more than 72 hours prior to the time of departure. As announced on 19 June 2021 and effective from 23 June 2021, travelers from certain countries must hold a negative PCR test, taken no more than 48 hours prior to the time of departure.



## Hotel Check-in

Take advantage of new features such as self parking signage and external guides, touchless transactions and reduced contact and physical interaction at check-in. The hotel is also making use of front-desk screens, sanitiser stations and paperless checkouts. Staff have also been trained to increase disinfecting frequency and adhere to social distancing protocols.



## Sanitising & cleaning protocols

All reception and concierge equipment will be frequently and consistently cleaned, sanitised, and disinfected. Hand sanitisers are available on all lift landing areas, while the lifts themselves feature social distancing signage.

Staff will wear masks, gloves, and shoe covers while servicing and cleaning guest rooms and public areas. Every guest room is disinfected after check-out using a Spray Cannon Fogging Machine with approved, safe chemicals.

In addition room inspections are conducted to ensure high standards of cleanliness.



## QR codes on menus

Precautionary signs will be posted at the restaurant entrance as per local law. Contactless menu with QR codes will be available on the tables.



## Swimming Pool and Leisure Deck

Social distancing will include increased frequency of sanitising and disinfecting high-touch surfaces, sunbed sanitisation after each guest, sealed and sanitised towels, and Spray Cannon Fogging Machine usage during cleaning hours.



## The Health Declaration Form

Individual forms are filled in by guests as an additional check-in procedure and subsequently attached to each corresponding registration card.



## Meeting rooms & conference venues

We're redesigning our event space in accordance with evolving governmental and local venue guidelines. Meeting rooms will be scaled to size, with increased space between seating and attendees, and intentional directionally based traffic flow within the room.



## Increased staff training

AGS staff will be trained on standard operating procedures for maintaining social distancing and cleanliness, as part of the AGS pandemic plan for 2022. All relevant PPEs are in stock and hotels are in full compliance with local and IHG guidelines. The safety of guests and colleagues remains our utmost priority.

To stay up to date on the above, please visit:

<https://www.visitdubai.com/en/coronavirus-advisory>

General Travel Requirements:

<https://www.emirates.com/mt/english/help/covid-19/dubai-travel-requirements/tourists/>

Covid-19 Information Center – UAE Ministry of Health & Prevention:

<https://mohap.gov.ae/en/more/covid-19>