

In light of the escalating coronavirus situation during this peak travel season, all ONYX Hospitality Group hotels maintain stringent hygiene standards in tandem with international guidelines. Heightened procedures are in place to ensure elevated levels of cleanliness in all areas as well as in food handling and daily operations. 鑒於時值旅遊旺季，新型冠狀病毒的疫情亦不斷升級，所有 ONYX 酒店集團旗下的酒店及物業始終如一地嚴格執行符合國際準則的衛生標準。我們已加強衛生防護措施，以確保提升所有範圍、食品處理以及日常運營工作的清潔程度。

Team members have been briefed to watch out for and report suspected cases of infection among guests and colleagues. 團隊成員均獲通知，必須密切關注客人與同事中的疑似感染病例並作出匯報。

Contingency measures are in place to isolate and disinfect affected rooms and areas where needed, and our hotels will cooperate with local public health authorities and healthcare providers in the event of suspect cases. 我們已制定應急措施，必要時會對受影響的房間和區域進行隔離和消毒。我們的酒店/物業將與當地公共衛生部門和醫療機構緊密合作，以應對可能出現的狀況。

We have established a uniform and consistent health and attendance check at every single hotel location and corporate office which involves daily temperature checks as team members report for duty. Those with body temperatures above 37.6 deg C are asked to wait for five minutes before being measured again. If the temperature does not drop, the team member is asked to go home for isolated rest and if flu symptoms are present, to seek medical advise. 我們在每一家酒店/物業所在地和集團辦公室均制定了一整套一以貫之的健康和出勤檢查，包括在團隊成員上班報到時進行每日體溫檢查。體溫高於攝氏 37.6 度的團隊成員會被要求等待 5 分鐘後再次探溫。如體溫沒有下降，團隊成員會被要求回家單獨休息，如果出現流感症狀，則建議尋醫問診。

We have circulated an internal instruction video on personal preventative measures, as well as detailed operational guidelines to all hotels. 我們已經向所有酒店/物業發布一段關於個人預防措施的內部指導短片，以及詳細的營運操作指南。

Every ONYX hotel maintains stringent hygiene standards in tandem with international guidelines. Heightened procedures are in place to ensure elevated levels of cleanliness in all areas as well as in food handling and daily operations. 我們酒店/物業始終如一地嚴格執行符合國際準則的衛生標準。我們已加強衛生防護措施，以確保提升所有範圍、食品處理以及日常運營工作的清潔程度。

In certain locations within Greater China and elsewhere where we have a higher concentration of travellers from the region, team members wear face masks and also provide masks and hand disinfectants in prominent areas. We also perform temperature checks on guests, keep a close eye on those who are reported to be unwell and follow the instructions of local health authorities. 在大中華地區的某些地區以及其他遊客密集度較高的地區，團隊成員均戴上口罩，並在當眼的地方提供口罩和手部消毒液。我們亦會對客人進行體溫檢查，密切關注身體不適的人士，並遵循當地衛生部門的指示。

Guests travelling to or from Mainland China and Hong Kong SAR between now and 8 February 2020 will be able to change or cancel a valid room reservation made via our hotels and official websites directly without charge. For bookings made through a travel agent or third-party online booking platform, we advise guests to review the cancellation policy of the agents by contacting them directly. 凡於即日起至 2020 年 2 月 8 日期間前往或經由中國大陸和香港出發的旅客可以直接透過酒店/物業和 ONYX 酒店集團官方網站免費更改或取消預訂。如透過旅行社或第三方網上預訂平台進行預訂，我們建議客人直接聯絡相關渠道查看取消政策。

This situation is still developing and even the world's top experts are still finding answers and solutions. Right now, our focus is on the safety and well being of our hotel guests and team members, and guiding them through this uncertain time with the close help of the health authorities. Allow us to go back now to work towards ensuring further safety and taking care of our guests and colleagues. Thank you! 疫情仍在發展，即便是世界上最頂尖的專家也在尋找答案和解決辦法。目前，我們最優先考慮的是我們的酒店/物業客人和團隊成員的安全和健康，並在衛生部門的密切幫助下指導他們度過這個充滿不確定性的時期。請容許我們現在回去工作，以確保進一步的安全，並照顧好我們的客人和同事。謝謝您！