

In view of the recent positive cases of SARS-COV 2 being identified following the completion of compulsory quarantine locally, the local health authorities have issued an advisory (600/CD – BCD) dated 5 May, 2021, which extends the mandatory quarantine period from 14 to 21 days. This new mandatory measure requires all guests at centralised quarantine centres/hotels to **undergo an additional seven-days of self-isolation in their respective residences.** This new measure will apply to both new arrivals as well as residents returning to Vietnam from an overseas trip.

To ensure the continued well-being, health and safety of our guests and associates, and to fulfil our part of contributing towards a safe sanctuary at Oakwood Residence Hanoi, kindly note that the below measures in line with the latest advisory from local authorities will be enforced at our property with immediate effect:

- Strictly follow the local Government's 5K rule (keep mask on, sanitising, maintain social distance, refrain from gathering, ensure health declaration)
- If the guest needs to leave his/her residence for any reason, the local authorities must be informed beforehand
- On the 7th day after leaving the centralised quarantine centre/hotel, the resident may be asked to undergo a COVID-19 test (if requested by the local health authorities)

During this added seven-day self-isolation period, guests will not be allowed to leave his/her room or access public areas of the property. Services will be modified as follows to ensure that each and every guest is well looked after and experiences no further inconveniences:

1. Housekeeping

While our staff will not enter the room or provide daily cleaning, we will continue to provide linen service twice per week (towels and bedding will be placed outside the apartment). Extra amenities may be requested during this time and Customer Service is available 24/7 for any additional assistance which may be required.

2. Breakfast and Other Dining Services

- Breakfast (if included in the rate plan) will be served in disposable packaging and placed outside the apartment for collection.
- Lunch/Dinner: A menu (from TrEat restaurant) will be placed inside the apartment and dining options may be ordered for delivery. Residents are free to order meals through GrabFood or any other food delivery services. Our associates will be on hand to assist with delivery to the guest's apartment.

3. Waste Clearance

Extra plastic bags will be provided for ease of waste disposal (filled bags are to be placed outside the door). Waste and garbage will be cleared daily.

4. Daily Temperature Records

Check body temperature daily and ensure it is recorded. Should guests feel unwell or develop respiratory symptoms such as fever, cough, runny nose or breathing difficulties, they should contact our Customer Service team for immediate assistance.