



15/07/2020

Dear Partner,

Please see below our current hotel facilities that are open at the Waldorf Astoria Ras Al Khaimah, as of today 15th July 2020. We will update you when any changes are made.

General Hotel

We are open and our facilities are partially open, operating in accordance with government regulations. We kindly request guests to follow government advice on social distancing to ensure all guests have a safe and enjoyable stay. With safety our number one priority, we have also enhanced cleanliness protocols at our hotels and provided Team Members with specific training.

Pools

Our family pool is open and is operating in accordance with government regulations. Sunbeds are 3 meters apart. Masks are strongly recommended. We kindly request guests to take a common-sense approach and to abide by government guidance on social distancing to ensure all guests have a safe and enjoyable stay.

Beach & Outdoor Sports

Our beaches are open and are operating in line with government regulations. Sunbeds are 3 meters apart, and limited Food & Beverage service is available. Our outdoor sports are available except Volleyball. Masks are strongly recommended. We kindly request guests to take a common-sense approach and to abide by government guidance on social distancing to ensure all guests have a safe and enjoyable stay.

Breakfast

Breakfast will be à la carte table service in our restaurant or you can order room service at a supplement.

Restaurants / Outlets

Most of our restaurants are open, however certain operating hours may apply. Reservations are required. Lunch and dinner will be à la carte table service at 2 seatings (at 6.30PM and 9PM). Children are accepted in all restaurants except in Lexington (only children aged 5+ are allowed). All our outlets require our staff and recommend guests to wear masks. We also kindly request guests to take a common-sense approach and to abide by government guidance on social distancing to ensure all guests have a safe and enjoyable stay.



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| Qasr Al Bahar Restaurant | Daily A la Carte Breakfast | 07:00 to 10:30 |
| Camelia Lounge | Daily | 09:00 to 23:00 |
| Azure Restaurant | Daily | 12:00 to 17:00, 18:30 to 22:30 |
| Lexington Grill | Wednesdays through Sundays | 18:30 to 22:30 |
| Marjan Restaurant | Thursdays and Fridays | 18:30 to 22:30 |
| Al Fayrouz Pool & Bar | Thursday, Fridays and Saturdays. | 09:00am till sunset |
| In-Room Dining | Daily | 24 hours |

Gym

Our gym is open from 6AM to 11PM daily with two hour long sanitization breaks at 11AM and 3.30PM. Masks and gloves must be worn. We also kindly request guests to take a common-sense approach and to abide by government guidance on social distancing to ensure all guests have a safe and enjoyable stay.

SPA

Our SPA services are now available. Please enquire directly with the Personal Concierge upon arrival.

Kids Club

Our kids' club is open on Fridays and Saturdays from 9AM to 6PM daily with two hour long sanitization breaks at 11AM and 3.30PM.

Of course, the safety and security of our guests and team members remains our key priority at this time, and the hotel continues to maintain the highest standards of cleaning and infection control practices.

If you have any further questions, please get in touch and we will be happy to answer your questions.

Best regards,

Waldorf Astoria Ras Al Khaimah