

# Press Release



## Marina Bay Sands to re-open Hotel for staycations from 17 July

*Integrated resort to avail Tower 1 rooms for bookings in initial phase, with Infinity Pool, spa, fitness club, restaurants, and Sampan Rides to open on the same day*

**Singapore (14 July 2020)** – Marina Bay Sands will re-open its iconic Hotel and famous Infinity Pool to the public from 17 July, as the integrated resort (IR) continues with its phased re-start of operations. To date, the IR has resumed operations across the mall and its over 200 tenants, several celebrity chef and signature restaurants, casino, as well as ArtScience Museum and Sands SkyPark observation deck.



*The iconic Marina Bay Sands re-opens its hotel with enhanced hygiene and safety safeguards*

The Hotel, which will re-open in stages to ensure a higher degree of assurance and care, will begin with a limited number of rooms in Tower 1 available for public booking. Hotel-affiliated amenities including the iconic **Sands SkyPark Infinity Pool**, **Banyan Tree Spa**, **Fitness Club**, along with restaurants **RISE**, **Renku** and **Spago**, will also resume operations on 17 July with safe distancing and crowd management measures in place. The other two restaurants located on the rooftop of the Sands SkyPark – namely **CÉ LA VI** and **LAVO Italian Restaurant & Rooftop Bar** – are scheduled to re-open on 4 August.

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*(Top): Banyan Tree Spa, (Bottom from left): RISE, Renku and Spago by Wolfgang Puck will re-open in tandem with the Marina Bay Sands Hotel*

Another attraction located within The Shoppes – **Sampan Rides** – will also welcome visitors again from 17 July with enhanced hygiene protocols and safe distancing measures. Each Sampan Ride will take only four guests per ride instead of six, with the boat thoroughly disinfected after each ride.



*The Shoppes' Sampan Rides is the latest attraction to re-open on 17 July 2020, following the resumption of ArtScience Museum and Sands SkyPark*

Since the phased re-start of operations began on 19 June with the re-opening of The Shoppes, Marina Bay Sands has been monitoring the situation to ensure both guests and Team Members ease into new formats of operations and experiences in the 'New Normal'. During the initial phase, the IR restricted accessibility to Sands Rewards members to ensure a safe and controlled environment after nearly three months of closure. This limitation has been lifted from 6 July,

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allowing everyone to access the IR's non-gaming operations such as ArtScience Museum, The Shoppes and restaurants. The Casino is also now accessible to Sands Rewards Club or Paiza members as well as existing Annual Levy Holders.

Paul Town, Senior Vice President of Resort Operations, Marina Bay Sands, said, "We are heartened by the results of many months of stringent hygiene and safety audits, staff training, and careful planning to progressively re-start operations in one of the world's most iconic destinations. Since then, we have successfully demonstrated that we are now ready to open our doors to a wider audience. This is indeed a milestone in Marina Bay Sands' re-opening plan, and we strive to uphold these high standards befitting of our leading position in the hospitality industry."

## **A HOTEL SAFE FOR BUSINESS AND LEISURE**



*(Left-Right): An autonomous cleaner deployed to clean the hotel lobby; hotel frontline team members equipped with Personal Protective Equipment (PPE) when serving customers; staff using the latest electrostatic spray technology to disinfect air and surfaces in rooms*

As with other parts of the IR that have already re-started operations, Marina Bay Sands Hotel will return with a renewed hospitality experience featuring a higher degree of hygiene and safety.

This means sanitising all hotel key cards before they are re-used, and focusing on high-touch items such as TV remote controls, telephones, control panels, light switches and flooring. Using the latest electrostatic spray technology, the Hotel's team of cleaners will disinfect contact surfaces and hard-to-reach places after every check-out. Being electrically charged, each spray allows the hospital-grade disinfectants to evenly coat all types of surfaces for a more complete clean.

Staggered check-in and check-out timings will reduce crowd congregation and there will be auxiliary check-in locations during peak check-in periods. Upon check-in, guests will receive a welcome amenity pack with a surface disinfectant, spray hand sanitiser, a touchless tool key, disposable gloves and a mask container.

A contactless journey also awaits hotel guests, from contactless payments at the counter, to contactless delivery of luggage and other hotel amenities to minimise physical interactions.

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In the back of house, hotel linens will be washed at a high temperature of 70 degrees Celsius to eliminate any possible viral and bacterial pathogens and prevent cross-contamination. Luggage storage rooms are sanitised three times a day, while luggage trolleys and limousines are sanitised after each use shift using the latest electrostatic spray technology. The same applies to linen delivery trucks, linen chute rooms and drop chutes.

Across the property, the IR is also maximising its fresh-air intake to increase external air flow into the building and optimising exhaust air quantities for removal. Where possible, hospital-grade HEPA filters have been installed to trap and remove particles and viruses.

## **AMENITIES WITH REDUCED CAPACITIES**

With reduced operating capacities to minimise crowd density, guests can be assured peace of mind when accessing hotel amenities such as the Banyan Tree Spa, Fitness Club, and Infinity Pool. A queue management system at the Fitness Club and Infinity Pool scheduled to launch in August will allow guests to register their interest in entering these venues via their mobile phones, as they await their turn in the comfort of their rooms.

At the pool, water quality and operating parameters have been significantly enhanced, with water sampling conducted four times daily, and frequency of circulation cycles and backwash increased. For more information on Marina Bay Sands' property-wide hygiene and safety measures, please visit [www.marinabaysands.com/SandsClean](http://www.marinabaysands.com/SandsClean).



*The Sands SkyPark Infinity Pool will re-open to hotel guests with safety management measures in place*

## **MINIMISING RISKS**

In support of the Singapore Government's effort in minimising the risk of imported cases of COVID-19, Marina Bay Sands has been a designated Stay-Home Notice (SHN) hotel since 28 May, with Hotel Towers 2 and 3 used solely to serve individuals serving their 14-day SHN. A Stay-Home Notice is issued to all travellers, including Singapore residents and short-term visitors, who are granted entry into Singapore.

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At our SG Clean-certified hotel, a comprehensive suite of hygiene and precautionary measures such as safe distancing and temperature screening – await these guests on arrival. During their stay, SHN guests are required to stay inside their designated rooms at all times, with strict protocols established for housekeeping matters, contactless delivery of service, collection of laundry, and even the check-out route.

They are not allowed to use common facilities in the hotel/property, and there would be no physical interaction between them and hotel staff at any time. A hoarding in the lobby serves to demarcate the soon-to-be-opened Tower 1 and the rest of the hotel towers, so that SHN guests can check in and out in a controlled and restricted environment.

Mr Paul Town added: “Our experience accommodating SHN guests has been an invaluable one, enabling us to do our part for the community while allowing our Hotel Ops, Housekeeping and F&B teams to ease back into new work routines and deploy refreshed procedures since late May. We recognise that we will be serving different groups of hotel guests as we gradually open up more of our accommodation, but we have every confidence to surpass expectations and set the gold standard for hospitality in this new climate.”

## **WELCOME BACK OFFERS**

To welcome visitors back, Marina Bay Sands will be rolling out a myriad of destination-wide offers and rewards. The Hotel is offering two attractive staycation packages<sup>1</sup> for those seeking a luxurious getaway from 17 July 2020. The [Stay Longer, Save More](#) deal offers staycations from S\$299++ a night, with a \$60 destination dollars credit per night for a minimum two-night stay for [Sands Rewards Lifestyle \(SRL\)](#) members, while the [Sands Staycation](#) package starts from S\$339++ a night, with a \$50 destination dollars credit per night for SRL members. They also entitle guests to a guaranteed early check-in and room upgrade, as well as complimentary valet or self-parking. **Both hotel packages are available for booking from Thursday (16 July).**

Those seeking a pampering spa session will delight in 50 per cent off treatments<sup>2</sup> at Banyan Tree Spa until 15 Nov 2020, along with an additional 10 per cent earnings for SRL members. Visit [here](#) to view the full menu of treatments available, and call +65 6688 8825 or email [banyantreespa@marinabaysands.com](mailto:banyantreespa@marinabaysands.com) to make a booking.

As part of a destination-wide [Dine & Earn](#) campaign, guests who dine in or order via the [Gourmet Takeaway](#) platform across Marina Bay Sands-operated celebrity chef and signature restaurants will earn up to 20 per cent instant reward dollars – double the usual 10 per cent – via their SRL membership from 15 July 2020 to 31 August 2020.

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<sup>1</sup> Both hotel packages are valid for stays from 17 July 2020 to 23 Dec 2020, subject to room availability. Booking must be made one day in advance. Cancellations will be accepted up to 48 hours prior to arrival.

<sup>2</sup> Facial treatments and head and shoulder massages are not available until further notice.

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Those who dine in or opt for takeaway at participating tenanted F&B outlets including Canton Paradise, JustIN Flavours of Asia, and Sen of Japan, will also [earn up to 20 per cent instant reward dollars](#) from now until 2 August 2020. For the month of July only, guests can enjoy an additional [up to S\\$10 off](#) with a minimum spend when they order takeout from participating tenanted F&B outlets.

Over at The Shoppes, some 60 retailers are extending offers exclusive to the mall<sup>3</sup> from now until 31 August 2020 – including up to 50 per cent off KENZO's Spring/Summer 2020 collection, up to 60 per cent off storewide at Philipp Plein, as well as up to 60 per cent off across Club21 brands including Club 21 x PLAY Comme des Garçons, CK Calvin Klein and Giorgio Armani. From 17 to 31 July 2020, SRL members will also earn double reward dollars when they shop at more than 160 participating retailers<sup>4</sup>.

The [Shopping Concierge](#)'s curbside pickup service, which allows shoppers to self-collect their online purchases from the convenience of their own vehicle, will also commence on 17 July. For a limited time only, shoppers who opt for the curbside pickup service will receive up to S\$150 shopping vouchers with a minimum spend<sup>5</sup>.

Other ongoing offers include all-day [complimentary parking](#) at Marina Bay Sands with a minimum spend of S\$50 for Sands Rewards LifeStyle and Prestige members. For a full list of re-opening offers, visit [marinabaysands.com/reopen](http://marinabaysands.com/reopen).

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## About Marina Bay Sands Pte Ltd

Marina Bay Sands is the leading business, leisure and entertainment destination in Asia. It features large and flexible convention and exhibition facilities, more than 2,500 hotel rooms and suites, the rooftop Sands SkyPark, and the best shopping mall in Asia, world-class celebrity chef restaurants, a theatre and an outdoor event plaza. Completing the line-up of attractions is ArtScience Museum at Marina Bay Sands which plays host to permanent and marquee exhibitions. For more information, please visit [www.marinabaysands.com](http://www.marinabaysands.com)

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<sup>3</sup> For the full list of shopping deals, visit <https://shoppes.marinabaysands.com/collections/deals>.

<sup>4</sup> Excludes dining. No minimum spend required; capped at S\$600 bonus reward dollars per member.

<sup>5</sup> For directions to the pickup booth, visit <https://shoppes.marinabaysands.com/collections/shoppingconcierge>.