

## COVID-19 FAQs

### **What are Miskawaan's procedures and policies are related to Coronavirus?**

We take this matter very seriously and are following public health authorities' guidance, specifically World Health Organization (WHO) and the Centers for Disease and Prevention (CDC) guidelines regarding appropriate cleaning and disinfecting protocols. We are reinforcing recommended measures on appropriate hygiene standards.

### **What precautions does Miskawaan take?**

- ✓ We encourage everyone to use hand sanitizers more frequent during the day by providing in all villas for guests and team members
- ✓ All villas and van are cleaned and disinfect by the form of unique ULV cold fogging machines and using the High Level disinfectant
- ✓ All bed linens and towels are washed and dried at high temperature
- ✓ Personalized menu options by Private Chef
- ✓ We leave 72 hours gap between reservations to provide ample time to properly clean and disinfect all areas accessible to the guests

### **What are the cancellation policy due to the COVID-19 virus?**

- ✓ We offer the Guests, who can't take trips now due to COVID-19, a full credit for the amount they've already paid. This credit can be applied to future bookings at Miskawaan within the next 18 months.
- ✓ For new reservations booked beginning April 1, 2020 for an arrival before December 14, 2020, Guests can cancel up to 14 days before their arrival and receive a full refund. If a guest cancels within 14 days of arrival, the reservation is non-refundable.
- ✓ For new reservations booked beginning December 15, 2020 onwards, Guests can cancel up to 60 days before their arrival and receive a full refund. If a guest cancels within 60 days of arrival, the reservation is non-refundable.

### **How can I reschedule or cancel a booking?**

We welcome you to contact Reservations Team on [reservations@miskawaan.com](mailto:reservations@miskawaan.com) or +66 77420048.