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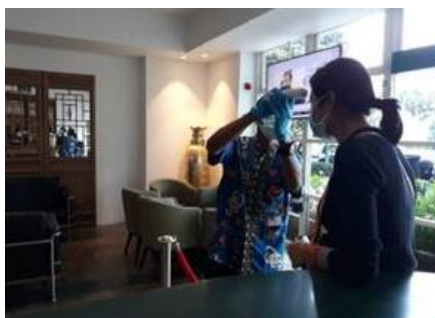
### **Bintan Resorts precautionary efforts in response to the novel coronavirus (2019-nCoV) situation**

With the growing concern of the novel coronavirus situation, the safety and well-being of our guests, travelers, local residents and staff are of utmost importance to us. Bintan Resorts, local authorities, Bintan Resort Ferries (BRF) and all resort operators / partners are working closely together to monitor the situation, and have implemented a clear standard operating procedure.

Bintan Resorts is in compliance with both the Singapore and Indonesia governments' travel ban for tourists from China and all new visitors who have been to China in the last 14 days. For the most updated details about the governments' travel restrictions, please check directly with Singapore's Immigration and Checkpoints Authority (ICA), Indonesia's Directorate General of Immigration or your respective embassies.

Aligned with the government health advisories, Bintan Resorts have implemented the following precautionary measures across various touch points to protect your safety and help stem the global spread of the virus:

- Thermal scanners are deployed at the Bintan Resort Ferries counter at Tanah Merah Ferry Terminal (TMFT) in Singapore and Bandar Bentan Telani (BBT) Ferry Terminal in Bintan for temperature screening of all departing and arriving guests including our staffs. This practice is also complemented with manual temperature taking by our staff with handheld thermometers.



- Apart from temperature checks, our staff stationed at TMFT will also look out for those who have symptoms of fever, coughing and flu. They will not be allowed to board the ferry and will be advised to seek medical treatment. BRF are open to defer their travel dates or refund affected passengers as required.
- All passengers are required to submit the completed Travel Declaration Card to the reporting officers at multiple entry points.
- We have increased frequency of sanitation and disinfection of seats, seat trays, toilets, and other surfaces onboard all BRF ferries, which have been equipped with a standard set of sanitization gears in compliance with the interim guidelines provided by MOH and NEA. Additionally, an air disinfectant spray is used onboard. Hand sanitizers are available for guests at various touch points and all toilets in the ferries are equipped with soap and hand dryer.



- Designated isolation rooms/tents have been set-up across all resorts and ferry terminals in the event of possible suspected case(s). These will be used to temporarily hold the suspected individuals until the quarantine ambulance transfer them to RSUP, Provincial Hospital in Tanjung Pinang for further examinations or treatment.



- Guests who are unwell can approach our frontline team members who are trained to assist them to seek medical attention.

We continue to welcome all guests to Bintan Resorts, but let us all stay alert and vigilant. Travelers can also play their part by being socially responsible and adopting good personal hygiene habits such as:

- Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats.
- Avoid touching eyes, nose, mouth, and maintain social distancing particularly with people who are unwell or showing symptoms of illness.
- Observe good personal hygiene and wash your hands frequently with soap (e.g. before handling food or eating, after going to toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing).
- Wear a mask if you have respiratory symptoms such as a cough or runny nose.
- Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and
- Seek medical attention promptly if you are feeling unwell.

For further clarifications, please contact any Bintan Resorts staff or:

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