

AvaniSHIELD Agent 10

A dedicated team member at every hotel ensures full health and safety compliance.

1 Digital Check-in/out

- Digital check-in, pre-arrival registration and key collection upon arrival.
- Digital check-out with secure online payment.

2 Digital Concierge App

Smart guest service technology: book tours, order food and chat with team members on your smartphone.

3 Trusted Partner Programme

Third-party tour operators, suppliers and transport service providers comply with Avani hygiene standards.

4 Arrival

- Warm, contact-less greetings.
- Key cards and stationery are sterilised in an Ultra Violet C cabinet.
- Routine health checks and protective masks for Avani team members where applicable.

5 Receiving Procedures

Guest luggage and third-party deliveries are disinfected on arrival.

Dining 9

- Digital menus.
- À la minute menus focusing on freshness and zero waste.
- Enhanced sanitisation in dining areas and kitchens. Additional protective equipment for culinary teams.

AvaniFit Gym 8

- Physical distancing is practiced when using gym equipment.
- Third-party trainers are subject to health checks.
- Select hotels will offer in-room AvaniFit Workouts.

Guest Rooms 7

- Cleaning and disinfection procedures comply with Ecolab and EPA guidelines.
- Select hotels use HEPA-grade air purifiers.

Public Areas 6

Cu+ Copper Sterilisation Film is applied to elevator buttons, door handles and other high-touch surfaces.