

Safety Features of the Hotel

GUEST SAFETY AND SECURITY

Shangri-La Hotels and Resorts would like to assure every guest of our commitment to their personal safety and security.

At Kowloon Shangri-La Hotel we believe in prevention. Our Crisis Management Team together with our Safety Management Committee step-up efforts to maintain up-to-date contingency plans and undertake emergency procedures to minimise all safety risks to guests. We have developed very strong working relationships with our local law enforcement and fire protection services, and have worked together to achieve our high standards of safety.

Kowloon Shangri-La has received the highest rating for safety and security from International Security Management (USA) for our tireless efforts to ensure guests safety.

SECURITY

The Hotel has a high-tech security control room and trained staff regularly patrols the entire premises. The Hotel security features include:

- 24-hour CCTV
- key card access to guest rooms
- 24-hour security presence in Lobby
- PA system to transmit important information quickly if necessary
- registration and restricted access of all outside contractors
- an electronic Locker in every guest room

FIRE SYSTEM

The Hotel has taken every precaution in case of fire with smoke detectors and sprinklers in all rooms, emergency water supply on-site, a fire hydrant and hose reel system for the entire hotel, a smoke mask in every guest room, and smoke curtains throughout the Hotels public areas. Monthly evacuation drills and fire reaction drills are conducted with the assistance of a fully trained staff Fire Fighting Team and often with the participation of the Fire Services Department, which is located two minutes from the Hotel. If evacuation is necessary, the Hotel's 13 staircases ensure guests of a quick and safe exit.

EMERGENCY BACKUP SERVICE

The Hotel has an on-site generator in case of emergency, with emergency lights in all guest rooms, corridors and public areas. Flashlights are provided in all guest rooms. On-site water tanks supply emergency water for sprinklers and hose reels, and a supply of drinking water is available in case of emergency. If deemed necessary, the Hotel has an off-site control centre to manage emergencies.

HEALTH

Hong Kong maintains a high reputation in regard to health and hygiene for tourists. The Hotel has an on-site clinic, and a doctor is on call around the clock. The nearest hospital is only 5 to 10 minutes drive from the Hotel.

FOOD SAFETY

Kowloon Shangri-La employs a food safety and hygiene specialist and a committee implements the Shangri-La Food Safety Management System to ensure the highest standard of hygiene for our guests.



Kowloon Shangri-La

HONG KONG

64 Mody Road, Kowloon, Hong Kong

Tel: (852) 2721 2111 Fax: (852) 2723 8686 E-mail: ksl@shangri-la.com Website: www.shangri-la.com