



AENON HEALTH CARE *Lifestyle to health that works!*

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Lot 961, Jalan Batu Belang-Keru, Mukim Tampin Tengah, Daerah Tampin, 73000 Negeri Sembilan, Malaysia.

Dear Customers,

We would like you to know that Aenon is taking every precautionary step to keep you all safe during and after your stay with us.

Hence, there are some adjustments and additional mandatory protocols and procedures to protect you and our employees as well as to comply to the Malaysia "Standard Operating Procedure" indicated by the CDC and WHO.

This involves specific protocols for masks, gloves, handwashing, cleaning and disinfecting, sanitation, and other disease prevention controls.

What Aenon does to protect you?

1. All Staffs will be wearing mask while serving our guests.
2. **Mandatory health screening** and covid-19 test for all service staffs and guests that joining our programs before the program starts.
3. **Physical distancing** floor plan & layout with minimum 1m between each other.
4. **Daily health check and registration** of all guests and staffs that enter health centre.
5. **Sanitization:** Our centre will be disinfected prior of our opening and provision of hand sanitizers in every corners of the centre including treatment rooms, hall, and bedrooms.
6. **Limited Services:** Some treatments and amenities may not be available at the moment, such as:
 - a. Colonic cleansings
 - b. Enema
 - c. Salt glow
 - d. All our massage will be performed with clothes on.
 - e. Infrared ray sauna will be only limited with one person/ one household per session
7. **Housekeeping:** Stringent cleaning and disinfection at every part of health centre including doorknobs, stairs handle, bedrooms, etc. Disinfection after every treatment completed before another session of treatments. Major cleaning be done every morning and evening at common area. In addition, proper day to day protocol is followed on laundry services.
8. **Room arrangement:** Aenon has only allow one person one room for all single guests unless they are from the same household.

Guests Guidelines

Prior Coming

1. All guests are required to fill out the Covid-19 Symptom checklist 14 days before check-in and to be returned within the next 7 days. [COVID symptom.pdf](#)
2. All Guests are required to do the confirmation **Covid-19 RT-PCR test (Note: NOT the Rapid Antigen or Antibody test)** and inform the results 7 days prior to arrival. This is required to assure everyone that is participating in the program are Covid-19 free and have a peaceful, enjoyable time without anxiety as who may be infected. Aenon will provide subsidies for the test needed.
3. If you are exhibiting COVID-19 symptoms or anyone of your household have a low-grade fever, have been traveling or if you have been exposed, we respectfully require that you move your appointment to at least 14 days after you have been symptom-free.

Upon Arrival & During the stay

1. All walk-in visitors and check-in guests need to register their basic information through MYSEJAHTERA or book and fill up the health screening for covid-19 symptom form. [BORANG SARINGAN KESIHATAN GEJALA COVID.docx](#)
2. There will no handshakes for greetings or goodbyes.
3. We are using a non-contact thermometer to take temperature checks. If you have a temperature (>37.5C), we will have you to reschedule your booking and prevent you from entering the centre. Aenon reserve the rights to refuse any guests who exhibits any risk factors for infection and refuses to comply with health and safety measures.
4. Guests are required to register and sanitize their hands and personal belongings (eg. Luggage, bags, etc) before entering the premises. Hand sanitizer will be provided.
5. A mask must be worn covering the nose and mouth while inside our building. Please arrive with your mask on.
6. Two pieces of 3-ply certified layered face masks only will be provided during the stay and guests are required to put on the whole time except for exercise and specific treatments session and in the privacy of their own. Please bring extra for your own use.
7. We have hand sanitizers throughout Aenon Health Care premise for your convenience and safety.
8. To purchase a retail product, please abide with the Aenon Store's SOP and we encourage booking through phones.
9. To minimize touch contact, we request that you make payment by Visa/MasterCards instead of cash.
10. Guests are discouraged from going out to town, etc during program to minimize risk of Covid-19 virus exposure.

Cancellation Policy For COVID 19 symptoms:

We have a cancellation policy (ONLY FOR COVID-19 related symptoms/illnesses) **one week** before your scheduled check-in, so please keep this in mind should you wish to cancel or amend your booking, due to unprecedented circumstances of contacting the COVID-19 virus.

Should you feel unwell or develop any symptoms within one week of your check-in, you can rebook your check-in date, as the wellbeing of our guests is our priority. Program fees paid will be kept as per AENON policy i.e. for a year from the first booking made prior to cancellation.

If you are unsure whether to check-in, please call us so that we can advise you.