

Memories Group CleanPledge



BALLOONS
OVER MYANMAR
— PROUD OPERATORS OF —
BALLOONS OVER BAGAN



www.balloonsoverbagan.com



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Presentation of Memories CleanPledge



As a leading integrated tourism company in Myanmar, Memories Group promise to offer a one-of-a-kind experience to its guests. The core values of the group being: Excellence, Expertise, Responsibility, and Leadership. Memories Group thrive to take all the necessary measures regarding the COVID-19 pandemic and become a reference in the country in terms of guests' well-being and health safety.

Our teams are monitoring the situation every day and following the guidelines of the Ministry of Health and Sports in Myanmar and the Technical Guides from the World Health Organization.

All the staff in the Hotels and Experience's services from Memories Group work together to provide a safe environment for all our guests. To reassure you about the new measures that the Group took and to guarantee your safety with us we present to you our new label and promise: Memories CleanPledge.

Partnership



In order to fulfill its promises, Memories Group partnered up with Diversey, Inc. The company is a provider of hygiene and sanitization services in the hospitality, healthcare, food and beverage, retail and some other industries. Founded in 1923 in the United States of America, Diversey almost have a century of expertise in its domain which make it one of the most trusted companies.

We chose Diversey, because it provides a range of services and products that focus on health security. Also, for its expertise in the healthcare industry that can guarantee you cleanliness no matter what services or experiences you are using. Its cleaning standards are focused on creating a safer, cleaner and healthy environment and dedicated to elevating the quality of service, safety and care for users. It includes products, processes, systems to reduce risks and training.

Compliance with International and Local Guidelines

CleanPledge follow the World Health Organization's guidelines and recommendations on COVID-19 by providing a reliable and thorough cleaning with the products and knowledge offered from Diversey. Our staff is trained to use the chemicals with the appropriate contact time for all the different surfaces and areas that need regular cleaning. Another example is the frequency of cleaning, it will be increased in areas that need more disinfection regarding the service that our guests use. Our staff is also equipped of personal protective equipment (PPE) at all time, no matter what their role is.

Following the release of a list of guidelines by the Ministry of Health and Sports in Myanmar for the reopening of hotels in June and the creation of the label CleanPledge, Memories Group now focus on implementing new disinfection and cleaning process regarding its experience services. Our partnership with Diversey and label CleanPledge, assure you that these guidelines are respected. At Memories Group we are thriving to follow the recommendations from the WHO and the local guidelines and even go beyond to offer you the safest stay imaginable. We won't stop and let down our efforts. Memories Group is engaged in a continuity of cleaning and disinfecting standards.

Technical Details of CleanPledge

The chemicals used for the disinfection of all surfaces and areas are potent and their toxicity is minimized. They are powered by the patented AHP® (Accelerated Hydrogen Peroxide) technology and a blend of commonly used safe ingredients. These, when combined with low levels of hydrogen peroxide dramatically increase the germicidal potency and cleaning performance.

The advantages of the AHP® technology are that it is:

- **Fast:** AHP® products have rapid contact times with surfaces that enhance effectiveness against a broad spectrum of organisms including enveloped and non-enveloped viruses, Norovirus, bacteria. Faster contact times improve compliance.
- **Effective:** AHP® has proven cleaning efficiency resulting in added confidence that disinfection can occur.
- **Responsible:** AHP® products are designed to be easier on staff and customers, resulting in health's protocol compliance. They are free of volatile organic compounds (VOC) and non-irritating to skin and eyes. It is the best balance of responsible products with great efficacy.

- Sustainable: The Hydrogen Peroxide breaks down into oxygen and water after use, reducing environmental impacts. The products used contain no Alkylphenol Ethoxylates (APEs) or Nonylphenol Ethoxylates (NPEs) that are very toxic for the wildlife and particularly aquatic organism.

The AHP® product line is designed to meet all applications needs and come as:

- Ready-to-use Liquids
- Pre-moistened Wipes
- Concentrates that will be diluted with water



Memories
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AWEI
COLLECTION

Keinnara
COLLECTION



HOTEL SUGGATI
COLLECTION



BALLOONS
OVER MYANMAR
— FLEET OPERATORS OF —
BALLOONS OVER BAGAN

BURMA BOATING
Ultimate Archipelago Adventures



Memories Travel
Myanmar



KAREE
by Memories GROUP



BALLOONS
OVER BAGAN
Memories
GROUP



Cleaning Process adapted for Memories Group Services and Experiences

After creating the label CleanPledge for its hotels, Memories Group now focus on adapting all the cleaning and disinfection processes to the services and experiences that the company offers. This adaptation of the label CleanPledge is for the Balloons Over Myanmar hot air ballooning experience.

Adjustments and changes has been made in order to guarantee you a safe use of all the Memories Group's offer. Standards and best practices have been adapted to identify and target all the process or aspects that needed improvements to ensure that the health guidelines provided by the local and international entity are being followed.

Memories Group is happy to present to its customer the adaption of the label CleanPledge for Balloons Over Myanmar.

A word from Balloons Over Myanmar Management

"We, Balloons Over Myanmar, proud operators of the iconic Balloons Over Bagan, as part of Memories Group, would like to express that we are complying with the international and local rules and regulations relating to COVID-19. In addition to that, our internal procedure also help to reduce the transmission and spread of COVID-19 wherever possible and to protect our passenger's health. We can guarantee you that the whole team is working the extra mile for our customers.

We would like to thank all our customer for their support and understanding in these particular times." – Tun Thura, General Manager

Contact Verification

In order to enhance Balloons Over Myanmar's CleanPledge commitment and to minimize the spread of COVID-19, it is mandatory for all passengers to provide their full name, contact number, and email address via electronically or on a hand-written form prior to their balloon flight. This will allow Balloons Over Myanmar with better contact tracing records. Additionally, the information will also be used to contact customers regarding in-flight photos and communication.

New standards and process for the use of the Balloons Over Myanmar



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BALLOONS
OVER INLE
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BALLOONS
OVER LOIKAW
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The facial protective mask is recommended to be worn by every passengers and clients during:

- The visit to BOB's office
- The operation sites
- During the bus ride to and from the launch/landing site.
- During the entire hot air balloon flight



We encourage our customers to pay by contactless payment such as:



- Bank transfer or credit card instead of Cash payment, if possible

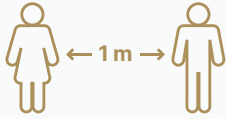


Max
37.5 °C / 99.5 °F

On arrival, please kindly allow our assigned operation staff to check your body temperature. The checking point could be taken at pick-up points before passengers board the car, during arrival to our offices (or) during arrival to our operation site etc. The maximum temperature allow is **37.5 °C / 99.5 °F**.



Please only stay in the area that will be designated for you by our operation staff. Do not visit other groups of people and/or balloons at both the take-off and landing site.



Please kindly avoid gathering and respect a social distance of at least 1 meter between you and the persons around you wherever possible. You will be sharing the iconic vintage bus ride to and from the launch/landing site. Please note that whether you book a shared balloon flight or private hot air balloon, it is not possible to remain 6 feet apart from other guests during the hot air balloon flight due to the nature of our balloons operation and its minimum take-off weight and balance requirements.



Please kindly follow the coughing, sneezing and general hygiene etiquettes. If you are unwell, please do not take the balloons flight and contact medical professionals.



Please disinfect your hands before and after the flight using the sanitizers provided by the pilot and team members.



BOB has the right to refuse any service for persons with symptoms of respiratory diseases (e.g. Fever, running nose, coughing, difficult breathing, unable to get in the basket without assistance)



Please kindly follow the instruction given by your pilot and operational staff starting from your arrival until your departure.

At Balloons Over Myanmar, for the past 20 years, we are committed to provide the safest hot air ballooning experience to our guests. We seek all guests' kind understanding and cooperation to Balloons Over Myanmar's CleanPledge commitments and new standards to protect the guests and staff. However, because of the evolving nature of COVID-19, we cannot guarantee any specific level of safety during the experience is provided to the passengers.



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