



Aitken Spence Hotels

MONTHLY NEWSLETTER
MARCH 2020

[EXPLORE ▼](#)

Dear valued Guests and Partners,

At this time of global uncertainty, we bring this newsletter to you, to share some of our achievements in the past months. However, at the very outset we would like to assure you that the Management and staff at our hotels and resorts have implemented a number of preventive measures, following global health and safety recommendations to mitigate the risk of COVID-19 at the properties.

- All our guests are required to fill in a health declaration at check-in on arrival and their temperature will be monitored on a daily basis. The hotel is fully prepared to handle any eventuality and is in regular contact with the local health authorities.
- We have installed and increased the number of alcohol-based sanitizers in all public spaces.
- All staff have been educated on the required safety protocols to minimize the risk of spreading the virus. This includes washing hands every two-hours using alcohol-based sanitizers which is of higher potency.

The housekeeping team has increased the frequency of cleaning all areas and surfaces using a hospital-grade disinfectant. This includes public areas, restaurants, and kitchens. The chlorine content in pools has been increased.

- Staff have been trained on how to identify symptoms of guests and to take necessary safety protocols in the case of infection.
- A special task force lead by the respective General Managers along with the doctor on call / in-house doctors are working round-the-clock and are in touch with the local hospitals and health authorities to act swiftly should they get alerted to a case of COVID-19.
- All external parties and resort staff as well as suppliers continue to be screened for temperature and follow strict safety protocols.

We thank you for your continued support and would like to reassure you that our team at Aiken Spence Hotels are available to you at any time. We will keep you updated on any additional measures taken in the future, as and when implemented, in order to continue the dialogue.

Sincerely,

The Management



The image features a vibrant blue sky with several fluffy white clouds. The corners of the image are cut off by white triangles, creating a dynamic, geometric frame. The text 'FEATURED GETAWAYS' is centered in a bold, white, sans-serif font.

FEATURED GETAWAYS

The adventure of a lifetime awaits you

Heritage Negombo offers the perfect location from which to explore the region's vibrant surroundings, as it is just a 20-minute drive from the airport, and takes only 30 minutes to reach from Colombo.

Discover a destination that has it all, from luxurious interiors with a choice of spacious, elegantly appointed rooms and suites to unmatched comfort with a contemporary twist. Indulge in gourmet cuisine inspired by traditions from around the world and the finest culinary highlights from the region. The surrounding area also provides a limitless cast of attractions, with Negombo being an eclectic mix of culture, cuisine, and curios.

Heritage Negombo is the picture-perfect wedding, honeymoon or anniversary destination, which an eclectic choice of settings including the Ivo ballroom, banquet garden, and beach lawn. There is also a complete range of business facilities, combined with an impeccable location, which makes the hotel the most versatile space for all MICE related events. Enjoy the experience of a lifetime, revel in life's finer moments and delight in the pleasure of living well, at Heritage Negombo.



Check into Muscat's best address

Al Falaj Hotel, Muscat combines the best of both worlds to give you a destination that is perfect for conducting business, while also having access to the city's most vibrant attractions and compelling experiences. The hotel is a quick 35 km drive from the Muscat International Airport, and just 3km away from the famous Port Sultan Qaboos. It provides easy admission to the bustling Muttrah Souq. With its many gorgeous and varied facets it easy to see why the Al Falaj Hotel is considered one of Muscat's finest destinations.

Enjoy exotic cuisine, a variety of chic accommodation options, an endless selection of recreational possibilities, conference facilities, and the most comprehensive business centre with everything you'll need for the experience of a lifetime.



ACCOLADES FOR EXCELLENCE



Heritance Aarah - Culinary Olympics 2020

The culinary team of Heritance Aarah was honoured with two golds, seven silver and two bronze medals at the 25th IKA Culinary Olympics held in February in Germany.

The team was led by previous Culinary Olympic winner and the only Chef to have won nine golds, Chef Dimuthu Kumarasinghe. Aitken Spence gave the champion team a hero's welcome, with traditional dancers and flower garlands, as they returned home to Sri Lanka on 23 February. To celebrate the momentous occasion a commemorative lunch and a felicitation ceremony was also held on 24 February.

The ceremony was graced by Group Chairman Deshamanya D H S Jayawardena, Deputy Chairman Dr. Parakrama Dissanayake, Chairperson Stasshani Jayawardena, Group Supervisory Board along with senior management from other subsidiaries. To cap of this enormous success, as the champion chefs returned to their duties, Heritance Aarah celebrated the occasion with a spectacular welcome ceremony.





SLT Zero One award - 2020

Aitken Spence Hotels won the “1st Runner-up - Best Digital Integrated Campaign” for Heritance Aarah in the Travel/Leisure Sector at SLT Zero One awards for Digital Excellence



ACCA Sustainability Reporting Award

Aitken Spence Hotel Holdings PLC was adjudged the Gold Award Winner - “Leisure & Connected Services” Category at the ACCA Sustainability Reporting Awards 2019 organized by ACCA Sri Lanka. ACCA Sustainability Reporting Awards has been facilitating corporations who provide comprehensive, credible and transparent analysis of their social, economic and environmental impact. As a result, it is considered to be among the most prestigious awards open to the Sri Lanka Corporate sector. ACCA Sri Lanka awards for Sustainability Reporting is in the forefront of reinstating all organizations on their impact on their accountability on the environment and society, be it direct or indirect.



Aitken Spence Hotels accredited with prestigious guest review recognitions

Aitken Spence Hotels was recently awarded three coveted acknowledgments, covering several of the Group’s hotels, across Booking.com, Holiday Check.de and Hotels.com. These awards are given to hotels that receive the highest number of positive responses and ratings from occupants. Both the ‘Heritance’ and ‘Adaaran’ brands showcased their immense popularity among guests, which indicates a level of superior service and hospitality that is a cut above the rest.

Booking.com, Traveller Review Award:

Heritance Kandalama, Heritance Ahungalla, Heritance Tea Factory, Heritance Negombo, Heritance Ayurveda, Earl’s Regency, Earl’s Regent, Amethyst Resort, Bandarawela Hotel, Heritance Aarah, Adaaran Prestige Vadoo, Adaaran Prestige Ocean Villas, Adaaran Prestige Water Villas, Adaaran Select Hudhuran Fushi, Adaaran Select Meedhupparu, Adaaran Club Rannalhi, Desert Nights Camp, Sur Plaza Hotel, Turyaa Chennai

HolidayCheck.de, HolidayCheck Award 2020: Heritance Ahungalla, Adaaran Select Meedhupparu and Adaaran Select Hudhuran Fushi

Hotels.com, Loved By Guests Award 2020: Heritance Kandalama, Heritance Negombo, Heritance Tea Factory, Earl’s Regency, Earl’s Regent, Adaaran Prestige Vadoo, Adaaran Prestige Water Villas

IN THE SPOTLIGHT

Opening of new eco-friendly bar in Amethyst Resort

At the Amethyst Resort sustainability and conservation are an integral part of the resort's operating philosophy. As part of continuing efforts in this direction, the resort's beach bar was re-launched with multiple eco-friendly initiatives such as seating fashioned from repurposed tyres and demarcations made from spent bottles.

Conde Nast Traveller's Readers' Choice Awards 2020

We strive tirelessly at everything we do to be recognized as the leading global hotel brand. If you have enjoyed an experience with us, please help by giving us a vote of encouragement at the relevant link given below.

VOTE FOR US!

Heritage Kandalama

Favourite Hotel Design (International) : <https://awards.cntravellerme.com/category/MTc2Mw%3D%3D/MzM=>

Desert Nights Camp

Favourite Desert Hotel (MENA) : <https://awards.cntravellerme.com/category/MTc2Mw%3D%3D/Mjl=>
Most Romantic Hotel (International) : <https://awards.cntravellerme.com/>

Heritage Aarah

Favourite Romantic hotel (International) : <https://awards.cntravellerme.com/category/MTc2Mw%3D%3D/MjY=>
Favourite Spa hotel (International) : <https://awards.cntravellerme.com/category/MTc2Mw%3D%3D/MjY=>
Favourite Culinary hotel (International) : <https://awards.cntravellerme.com/category/MTc2Mw%3D%3D/MjY=>
Favourite Beach hotel (International) : <https://awards.cntravellerme.com/category/MTc2Mw%3D%3D/MjY=>
Favourite New hotel (International) : <https://awards.cntravellerme.com/category/MTc2Mw%3D%3D/MjY=>

Voting is quick and easy! Simply go to the category that you wish to vote in, enter the hotel name and click vote now.

South Asian Travel Awards 2020

We have been nominated by the 'South Asian Travel Awards 2020' in below listed categories.
Please extend your support by casting your vote for our properties.

VOTE FOR US!

Sri Lanka

Heritage Kandalama

'Leading Eco-Friendly Resort'

: <https://www.southasiantravelawards.com/vote/heritance-kandalama-0>

Heritage Negombo

'Leading Wedding Hotel/Resort'

: <https://www.southasiantravelawards.com/vote/heritance-negombo-0>

Heritage Tea Factory

'Leading Theme Resort' and 'Leading Designer Hotel/Resort'

: <https://www.southasiantravelawards.com/vote/heritance-tea-factory-0>

Heritage Ayurveda

'Leading Ayurveda Resort'

: <https://www.southasiantravelawards.com/vote/heritance-ayurveda-0>

Maldives

Heritage Aarah

'Leading All-Inclusive Resort', 'Leading F&B Hotel/Resort' and
'Leading Wellness and Spa Resort'

: <https://www.southasiantravelawards.com/vote/heritance-aarah-0>

Adaaran Prestige Vadoo

'Leading Boutique Hotel/Resort' and 'Most Romantic Resort'

: <https://www.southasiantravelawards.com/vote/adaaran-prestige-vadoo-0>

Adaaran Select Meedhupparu

'Leading All-Inclusive Resort', 'Leading Dive Resort' and
'Best CSR Programme'

: <https://www.southasiantravelawards.com/vote/adaaran-select-meedhupparu-0>

Adaaran Select Hudhuran Fushi

'Leading Surf Hotel/Resort' and 'Leading Family Resort'

: <https://www.southasiantravelawards.com/vote/adaaran-select-hudhuranfushi-0>

Adaaran Club Rannalhi

'Leading Beach Resort' and 'Leading Dive Resort'

: <https://www.southasiantravelawards.com/vote/adaaran-club-rannalhi-0>

India

Turyaa Chennai

'Leading Business Hotel', 'Leading F&B Hotel/Resort' and
'Leading Eco-friendly City Hotel'

: <https://www.southasiantravelawards.com/vote/turyaa-chennai-0>

An aerial photograph of a coastline, likely a tropical island, showing a dark blue ocean, a white sandy beach, and lush green vegetation. The sky is filled with large, white, fluffy clouds. The image is framed by white triangular shapes in the top-left and bottom-right corners.

A QUICK LOOK AT FEBRUARY

Aitken Spence Hotels



Participation at the Wedding Show February 2020

Aitken Spence thoroughly enjoyed participating at the Wedding Show 2020 held from February 14th - 16th at the BMICH. The hotels offered exclusive wedding packages, special discounts and fabulous honeymoon deals covering destinations in Sri Lanka and the Maldives.

Independence Day celebrations



Heritance Kandalama



Adaaran Club Rannalhi



Heritance Ahungalla



Adaaran Prestige Vadoo

Adaaran Club Rannalhi



Awareness session on the spread of Coronavirus.

Several cautionary measures were taken to prevent the spread of Coronavirus. This included conducting training and awareness sessions to educate supervisors, HODs and staff.



Staff orientation

An essential staff orientation programme was held at the hotel for all new employees. This helped them familiarize themselves with the guidelines and procedures of the resort and enables them to deliver a superlative guest experience.

Adaaran Prestige Vadoo



Blood donation camp

The hotel organized a blood donation camp as a way of reiterating its commitment to local communities and as a part of the resort's overall theme of socially responsible engagement and 'being there for one another.'

Adaaran Select Meedhupparu



Health and safety demonstration for food & beverage preparation

In an effort to promote healthy, positive living, the hotel conducted a successful training session for the students of Meedhoo School. This included demonstrations on preparing healthy and safe meals under the theme 'food and healthy living'. A total of 41 students and 3 teachers participated in this event.



Friendly Football match with Kudafushi Resort

The resort organized a friendly football match with the Kudafushi Resort Team, which was played at the Kudafushi futsal ground. The event is part of the resort's ongoing efforts to strengthen bonds with the local community while promoting teamwork and camaraderie among the resort's employees.



Meedhoo School BTEC Tourism Students visit to ASM

The resort continues to engage and work closely with members of the local community. For this event, a tour of the hotel was organized for the BTEC Tourism students of Meedhoo School. The tour gave them an insight into the functioning of the resort and an overview of operations at the front office.

Heritance Aarah



Fun fishing trip

The Human Resources department recently organized a fishing trip and delivered a day of utter fun and frolic. The activity gave employees an opportunity to interact with each other, make friends, and foster closer relations.

Heritance Kandalama

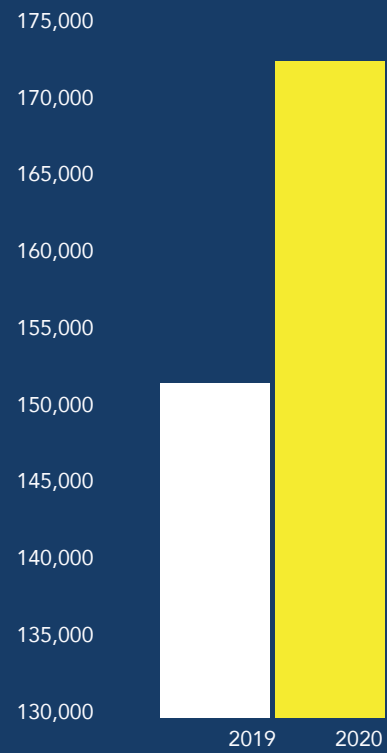


Shramadana campaign

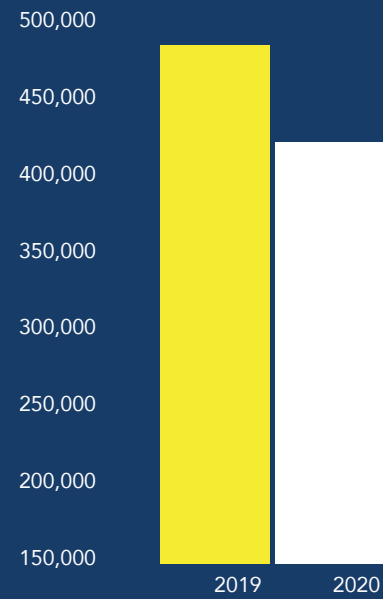
As part of a determined and continuing effort to conserve the local environment and community, the hotel organized a shramadana campaign. The effort involved two phases, including cleaning the area surrounding the Kandalama Lake and cleaning up the Dambulla hospital. The event was a resounding success, showing the dedication of the staff who participated.

TOURIST ARRIVALS

Maldives Tourist Arrival Figures
(up to January)



Sri Lanka Tourist Arrival Figures
(up to February)





Aitken Spence Hotels
Heritage Hotels & Resorts



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www.aitkenspencehotels.com
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