



*Procedure at the Royal Sun Aparthotel Sunny Beach*

*Season 2020*

*Subject to the necessary safety measures at COVID 19*

*At Royal Sun Aparthotel we adhere exclusively to the standards of hygiene and cleanliness and do our best to meet the current requirements for hygiene and disinfection. We follow the Guidelines for the functioning of accommodation and restaurants in the conditions of danger of infection with Covid 19 in Bulgaria from 13.05.2020 of the Ministry of Tourism and the Orders of the Ministry of Health from 14.05.2020 for an emergency epidemic situation.*

*Our standard policies and procedures for the protection of human health and safety include measures to prevent a wide range of viruses, including Covid-19, and cover everything from our awareness as employees, through guest instructions to the use of disinfectants and new procedures for cleaning the rooms, common areas and adjacent areas.*

- All our employees must work with protective equipment - masks or helmets. Maids must also work with disposable gloves and disposable long-sleeved aprons.
- They have undergone initial instruction on compliance with sanitary and hygienic measures. We regularly hold information meetings about the main anti-epidemic measures taken in the country.
- Maintain a safe distance of 1.50 -2.00 m with colleagues, tourists and other people at work. Politely warn others if they violate the safe distance.
- Disinfect their uniform every day, or change it every day with a clean one.
- Mariana Gancheva, housekeeping manager at Royal Sun, is responsible for hygiene control and compliance with the rules for physical distance. She keeps a Diary of the performed hygienic and disinfection measures and the undertaken measures and corrective actions, in which information on the conducted measures is recorded in detail - the date and time, disinfectant used, by whom, and where, etc.

## 1 Entrance / exit, lobby and reception

- There is a doormat soaked in disinfectant at the entrance.
- The entry of guests, customers, officials, suppliers, etc. without masks is not allowed. on the territory of "Royal Sun".
- At the Reception at a certain place with easy access there is a list of telephone numbers of the regional health authorities, the medical institution with which Royal Sun has a service contract, emergency centers, pharmacies and others.
- Each guest or tourist is given at the entrance a brochure with the rules of the Hotel for work at COVID 19 and the hygiene standards that we follow.
- There are disinfectant dispensers between the four entrance doors. All dispensers are checked regularly to ensure their proper functioning.
- Indicative banner for distance observance.
- There is a UV lamp for disinfection of keys and money.
- There are dispensers, a credit card and money disinfectant spray, paper towels, and disposable masks in case guests do not have them. We kindly invite them to use them if they do not bring their own!
- There is also a non-contact thermometer at the reception to test our guests for high temperatures.
- The reception is equipped with a protection kit, which includes: disinfectant or wipes for cleaning surfaces, hand sanitizer, face masks, helmets, disposable gloves, disposable protective apron, complete long-sleeved robe, basket with lid for waste.
- At the reception and lobby we have installed transparent partitions for maximum protection of employees and visitors.
- Guests are invited to disinfect their bags and suitcases with disinfectant upon arrival at reception.
- Each key and chip is disinfected before being given to guests and after their return.
- We do not allow more than two guests at a time at the reception, unless they are members of one family.
- We limit the stay of the guest at the reception to a minimum.
- We encourage guests to use electronic cards instead of cash.

- The floor in the lobby is disinfected at least three times a day with a working solution of concentrate-disinfectant and water in the required concentration by wiping with a mop, and the other surfaces with a paper towel with spray-disinfectant. In the case of many guests, it is disinfected more often than three times a day. After washing with disinfectant, the used mops must be disinfected in a working solution of disinfectant in the highest concentration indicated on the label of the preparation, after which they are washed and left to dry.
- All surfaces in the lobby and reception area are disinfected periodically with an alcoholic disinfectant in the form of a spray, at least every hour, as well as door handles, knobs, keys and all surfaces that are touched frequently.
- Hotel guests are warned to order cleaning of their rooms one day in advance and we recommend that they do so by telephone from their room to minimize guest contact with staff. The same goes for changing bedsheets and towels.
- The bins are cleaned at least three times a day.
- All employees are required to report to the Management or at the reception if there is a person who shows symptoms of respiratory diseases. Clear signs of Covid 19 disease are constant cough, malaise, difficulty breathing, fever, sore throat, runny nose, fatigue, muscle aches and more.
- When we receive a signal for a sick guest ,we immediately inform the management and the person in charge who will accompany the patient . The person in charge takes the following actions - hand hygiene, use of personal protective equipment, eye protection, protective apron or full mantle with long sleeves and gloves. The person in charge gives a mask to the patient and takes him to the special room and stays there with him until the arrival of the health workers. The receptionist notifies the doctor of the Royal Sun, RHI or the Emergency Medical Center.
- After isolation and transportation of the guest, cleaning and disinfection is performed in the places where he stayed.

## 2 Elevators

- We have dispensers available at the entrance of each section.
- Information board on how many guests can be picked up at the same time - maximum 2.
- Disinfection with alcohol solution of the buttons and all surfaces in the elevator at least three times a day, on the floor as well.

### 3 Public toilets

- Public toilets are cleaned and disinfected every hour and the employee who does it signs a checklist.
- Instructions for proper hand washing are placed above each sink.
- Dispensers with liquid soap and paper towels for drying hands
- Sinks and toilets are disinfected regularly. They are cleaned with chlorine disinfectants, and afres that are wiped with a clean dry or damp cloth, or rinsed thoroughly with water after the time of exposure to the product.
- For disinfection with concentrate of another type, a mop - system with two buckets of working solution is used.

### 4 Rooms and apartments

- There are information boards about the sanitary norms we follow in each room.
- Linen and towels are changed only by request of the guests.
- New guests are accommodated in the rooms when at least 1 hour has passed after cleaning and ventilation.
- When cleaning rooms after guests, the maids put the used linnen in an individual bag for each room.
- All surfaces are disinfected - floors, tiles, showers, kitchen countertops, cabinets, sinks, bedside tables, headboards, remote controls etc.
- The premises are ventilated as long as possible.
- Kitchen utensils are being polished with a paper towel.

### 5 Swimming pool, playground, fitness and spa

- Water samples are taken three times a day.
- There is a disinfection dispenser in the area around the pool and playground.
- The sunbeds of the pool are arranged with a distance of 5.00 m between them
- The staff observe the safety rules and the physical distance between the visitors.
- Only three persons can use the gym at the same time – there is an information board at the entrance.

- There are dispensers with disinfectant in the gym.
- The floor and the equipment are disinfected after each guest.

## 6 Restaurant, bar

- Seats are reduced, and tables and chairs are set at a distance of at least 1,5m to ensure that guests have the necessary safe distance from each other.
- There are dispensers with disinfectant.

## 7 Offices and work premises

- Frequent ventilation of work areas.
- We disinfect our work areas.
- The use of air conditioners is not recommended, instead we use fans.
- We limit working meetings and conferences to the required minimum; meetings are held in rooms with open windows; a distance of at least 1.50 m is maintained.

## 8 General

- We have a room for isolation in case of a sick guest, where he/she will be accommodated before being transported to a hospital.
- If the guest is not seriously ill, we will warn him not to leave his room.
- Telephone numbers for contacts with the hospital authorities are placed at the reception in a prominent place / doctors or hospital with which we work. /
- All instructions, leaflets, menus are laminated, which allows them to be disinfected frequently.