

Gladioli Hotels

COVID-19 INFECTION PREVENTION MEASURES

PUBLIC AREAS

Hand washing and hand sanitization stations are located at key locations (e.g. entry points, public areas, dining areas, gym).

The staff is provided with the necessary personal protective equipment (PPE) - masks, shields, gloves etc. If necessary, PPE is provided for hotel guests.

Signs will be placed in public areas reminding guests to comply with disease prevention measures.

RECEPTION

Guests, visitors and staff entering the hotel are screened of temperature and respiratory symptoms.

Check - in is for no more than 2 people at the same time. Barriers are set up to show the social distance requirements and a one way traffic system introduced. The Front Office/Reception are equipped with see-through flex-glass to protect guests and employees. To avoid any contact between guests and staff, the guests should be encouraged to pay by card where possible.

The guest should not gather at reception as a meeting point. Tour operators that use the reception/lobby for meetings should be directed to a meeting room or when this is not possible they should arrange to meet their guests in couples.

In order the extended technological time for cleaning and disinfection of the rooms, the hours of check - in and check - out changes as follows:

Check - in: 15.00 pm

Check - out: 11.00 am

ELEVATORS

Guests will be asked at check - in not to use elevators in large groups unless it's with their family and asked to respect social distancing. Capacity should be limited to maintain a minimum of 2m separation between users. This may mean that only 1 person, or a family unit can be inside the elevator. Floor markers are placed on the floor to make it clear how many people are allowed in the elevator and where they should stand. Where possible and if the guests are able, it should be recommended they use the stairs.

RESTAURANT AND BARS

Physical distancing control and queue markers, both inside and outside the restaurant. Hand sanitizers are provided at restaurant entry points.

On the floor are located markers for the direction of movement of the guests in the restaurant, providing social distance.

The buffet is equipped with Plexiglas barriers, which do not allow direct access to the food. Employee will serve the food from the buffet.

The dining tables are located according to the requirements for social distancing.

Café and soft-drink machines are disinfected regularly after use.

SWIMMING POOL

The pool capacity is reduced to lessen the likelihood of guests coming into contact with each other. Any sun loungers that are placed around the pool will now be placed in sets of 2 and at least a 2m distances from other sun loungers.

ROOMS

According to the increased hygiene requirements, the hotel has developed protocols for cleaning and disinfecting the rooms. These include precise instructions for all places and surfaces, which require special attention.

GYM

All Gym users must sanitize their hands prior to entry. To allow for effective social distancing and hygiene protocols, it is expected that if Gym facilities are operating they do so at a reduced capacity level – no more than 2 persons at the same time. The operating hours of the facilities are limited and time allocated to deep cleaning between sessions.

The hotel has provided rooms for isolation of potentially infected guests.

Protocols for action in a situation with infected guests have been developed.

All staff shall be informed, instructed and trained in accordance with the requirements for the prevention of the spread of infection.