

## Lion Hotels Safety Program

Dear guests, the team of Lion Hotels is ready to welcome you as from July 3 observing high standards of safety, cleaning and hygiene throughout the complex.

All our activities in these difficult months of separation are focused entirely on the health, the provision of measures for physical distance and the safety of all our customers and employees.

We are facing a situation that affects our way of life. Therefore, it is extremely important for each guest to visit us in a safe environment in order to regain their calmness during their stay.

We believe that the safety measures are not only our obligation, but also a new opportunity for mutual trust. To ensure your safe stay, we have undertaken a plan for disinfection measures of the hotel premises in connection with the prevention of the spread of COVID-19.

### 1. Entrance, registration and accommodation

- Registration at the reception is done according to a pre-established organisation to prevent crowding in the common areas of the hotel.
- There is a transparent barrier at the reception that separates you from the administrators. The service is performed according to a procedure that ensures minimal contact with you.
- An information poster with the most important rules for basic hygiene practices and safety measures against COVID-19 is prominently displayed at the lobby.
- When cleaning guest rooms, common areas, restaurants, conference rooms and the SPA centre, approved disinfectants are used to protect against viral pathogens.

### 2. Disinfection

- Disinfection of all common areas is performed under a schedule in accordance with the recommendations of the Ministry of Health.
- Special measures are applied hourly for cleaning and disinfection of the common areas - toilets, corridors, elevators.

- The Lion Hotel management body has developed a comprehensive program according to the world standards for disinfection in hotel rooms with the main emphasis on bathrooms and all objects and surfaces that are often touched – remotes, lighting switches, handles, knobs, etc.

#### **Restaurants and the rules for their disinfection**

- We rearranged all the furniture in the restaurants in order to comply with the admissible distances and ensure the unimpeded movement of staff, as well as providing the necessary distance between all guests.
- The buffet service in the hotel will be adapted and tailored according to the recommendations and regulations of the official bodies of Republic of Bulgaria, the World Health Organization, European bodies and other institutions.
- The buffet is separated by a transparent screen.
- Food is served by a chef, and you, the guests, do not have direct access to the food.

#### **4. Other safety measures in the complex**

- During the months May - June, a complete disinfection of all open and closed areas on the territory of the complex was carried out.
- All our employees return to work after providing a test result from a licensed laboratory.
- The health status of all employees is monitored daily.
- Throughout the entire work process, they use mandatory protective equipment.

#### **5. Recommendations to the guests**

Last but not least, we must not forget that health care is a shared responsibility! That is why we address all of you in the name of our common safety with the following recommendations:

- Please keep a distance of 1.5 meters between you and the other guests when possible.
- Please avoid crowding with other guests in the hotel whenever possible.

- Use the disinfectants located in the public areas of the hotel to clean your hands, especially before visiting the restaurants.
- Avoid touching your eyes, nose and mouth with your hands.
- We try to clean and disinfect all surfaces in the hotel. In case you notice an omission on our part, please let us know so that we can take action in a timely manner.