

DIT HOTELS - SUNNY BEACH

MEASURES TAKEN IN OPERATION IN A SITUATION OF PREVENTION AND PROTECTION AGAINST THE SPREAD OF COVID-19 VIRUS

Considering the current situation of a specific operation of prevention and protection of spreading COVID-19, the management team of DIT Hotels has made Crisis team of employees who work primarily in the following areas:

- Knowledge of all regulations and instructions of the respective Ministries of Republic of Bulgaria, of the Regional Health Inspectorates and of the safety departments of the leading TOUROPERATORS;
- Monitoring the world practices of the leading hotel chains in the fight against the spread of Covid-19 virus;
- Development of a Crisis Plan of the company and organization of its observance;
- Development of Procedures for work of each department in the environment of protection and control of the spread of Covid-19 virus;
- Familiarizing employees with the procedure and training them to work in this specific situation;
- Control of the work process of all departments and employees to comply with established rules and practices.

All employees of the hotel complex DIT "Evrika Beach" Club Hotel during the work process will use personal protective equipment, they are familiar and trained to comply with all requirements and regulations to combat the spread of COVID 19 virus of the relevant Ministries of the Republic of Bulgaria, observing the new company procedures and standards.

People who are not guests of the hotel will not be allowed in the hotel. In case the tourists travel by personal transport, at the checkpoint of the hotel it is necessary to certify their reservation, as well as to keep in mind that the time for entering the complex is possible not earlier than 14.00 or at the discretion of the Management, depending of the room occupancy and the necessary operational time for complete disinfection of the accommodation rooms.

Dispensers with certified disinfectants are installed at each entrance and exit of all lobbies, guest lavatory, bars and restaurants, and disinfection of each guest upon entering the hotel is mandatory. Complex provides medical care 24/7.

The employees of the Reception will work with personal protective equipment, as there are 3 service stations. While the guest waiting to be serviced, they must keep the social distance of 1.5 m. Before being served at the reception, guests must disinfect their hands.

Check-out of the rooms is mandatory at 11.00 am to ensure the necessary time for cleaning and disinfection of hotel rooms.

The cleaning and disinfection of the hotel rooms will be performed daily only in the absence of the guests. Our employees from the Housekeeping department are trained for the specific cleaning and treatment with disinfectants of the problematic areas in the hotel rooms. All advertising materials have been removed from the hotel rooms. We are equipped with UV lamps for disinfection of hotel rooms, which will be used if necessary and at the discretion of management.

All adjoining common areas, sunbeds and outdoor furniture will be cleaned and disinfected according to a preliminary schedule, and it is mandatory following the distance rules given by the Management and waiting for the necessary time to use again by the guests.

The sunbeds and all the furniture are arranged according to the prescribed requirements for the necessary distance, and where it is not possible to be accomplished, there will be placed "RESERVE" signs. It is absolutely forbidden for tourists to move them. It is forbidden to reserve sunbeds with personal belongings and they will be removed by the staff.

Quality control of the water in swimming pools is in the hands of a specialized certified company in compliance with all regulations of the relevant services.

Waiting in on a queue for using the slides of the aqua park will be at pool level and it is absolutely mandatory to observe the social distance and the regulations by the aqua park staff.

Not more than two persons are allowed in the elevator, unless they are from one family.

It is forbidden for children up to 12 years old to be unaccompanied on the territory of the hotel complex.

Hotel animation and sports are absolutely compliant with the requirements to be performed only outdoors with social distance. The children's club and classes with children will be conducted only outdoors.

At the entrance of all restaurants and bars, our staff will strictly ensure that all guests disinfect their hands before entering. At the buffets for food and drinks, self-service will be provided in compliance with the requirements for social distance and individual protective equipment. The movement of tourists and employees will be carried out according to the scheme drawn on the floor and is one-way. It is mandatory to observe the social distance of 1.5 m while waiting in queue. Unaccompanied children up to 12 years old will not be allowed in the buffets and bars.

In case a tourist has suspicions about COVID -19-like symptoms, it is obligatory to isolate himself in his hotel room, to call the Reception for help from a medical team and not to leave his room on any occasion until the medical team visits him in the room. When a guest with COVID-19 is identified, all the instructions of the Ministry of Health will be followed.

There are separate rooms for isolation in a sector of the hotel complex, which is absolutely isolated and there will be no accommodation in it for the entire season 2020. The hotel will not be quarantined if an infected guest or employee is identified according to the regulations of the Ministry of Health. The hotel

management reserves its right to change services and operating instructions in case of changes in the situation and the regulations of the relevant ministries and agencies of the Republic of Bulgaria.

Please inform our mutual guests, that for DIT Hotels their health and safety comes first. We will do our best to provide the same and even better product despite the unprecedented measures and restrictions. We apologize if due to bans from the EU, WHO, MT, TO partners, over which we can not influence, we fail to offer all the services listed in the catalogs.



A handwritten signature in black ink, appearing to be 'Dimitar Ivanov', written over a horizontal line.

DIT Evrika Beach Club Hotel
