



*SUNNY BEACH resort, BULGARIA*

## **COVID-19: HOTEL MERIDIAN**

Dear colleagues

Meridian Hotel has undertaken the following phases of preparation for the opening of the hotel.

### **Prevention**

**Official requirements** - application of Instructions from the Ministry of Tourism for the functioning of accommodation and catering and entertainment establishments in the conditions of danger of infection with COVID-19, agreed with the Ministry of Health in the Republic of Bulgaria.

**Staff training** - information and training for all hotel staff, especially cleaning staff in relation with COVID-19 requirements.

Guests receive information at check-in about COVID-19 prevention and protection measures.

### **Rules for distances cleaning and disinfection**

#### **Public areas and sanitary rooms**

Cleaning and disinfection of common areas and washing rooms.

Applying of signs and plates in accordance with national requirements.

Plan for cleaning and disinfection of WC and shower facilities.

**Hotel part and lobby** – cleaning and disinfection observing the required distance and the requirements for entry and exit. Installation of equipment for washing and disinfection of hands.

**Elevators** – cleaning, distances and number of passengers in accordance with national requirements.

### **Restaurant**

Transformation of the restaurant according to the instructions of the Ministry of Tourism in Bulgaria.

Creating service stations in the buffet restaurant.

Applying of additional hygienic and protective measures for restaurant buffets.

Conducting training of restaurant employees working at the service stations of the buffet.

### **Fitness and SPA**

Applying of all hygiene requirements and distances in the fitness and SPA center.

Installation of equipment for washing and disinfection of hands.



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Training of staff on measures and requirements for protection against infections.  
Prevention tables and instructions from COVID-19.

**Swimming pool (outdoor)**

Compliance of hygiene standards and rules for distance in the outdoor pool area.  
Flushing and disinfection of all water systems before commissioning.  
Prevention tables and instructions from COVID-19.

**Indoor Kids Club and conference hall** - opens only with a special safety concept, country-specific regulations exist based on the framework concept of the EU Directive with the relevant follow-up plans and time to visit.

**Animation activity** - animation programs in which the participants are too close will not be performed.

Prevention tables and instructions from COVID-19.

**Verification, monitoring and communication, follow-up**

Verification of the applied measures.

Emergency management plan that adapts in case of change.

An emergency plan in which all symptoms and diseases are registered and monitored.

An action plan that is coordinated with local health authorities.

Telephone directory of all Tour Operators and their crisis management units.

Communication plan for guests in case of immediate quarantine measures.

Database of all hotel guests for contact in case of need.

Check control and updating of food hygiene, pool water safety, spa hygiene, cleaning of the rooms, housekeeping and all common parts, in accordance with the requirements of the Ministry of Tourism in Bulgaria, Ministry of Health in Bulgaria and WHO recommendations.

Maintenance of stocks of protective equipment, disinfection preparations for 4 weeks.

Updating current plans according to each pandemic requirement.