

# **General plan for counteraction to covid 19 of hotels “Moonlight”5\* & “Sineva Park” 4\***

## **I.RECEPTION**

### **1. Information**

- ✓ Staff training and instruction is provided in order to protect the health of the guests;
- ✓ All guests are informed about the security and safety policy and procedures, as well as about the preventive measures applied in the hotel;
- ✓ The reception has the necessary telephone numbers of the regional health authorities, the medical institution with which a service contract has been concluded, the emergency centers, pharmacies, etc. for quick reaction;

### **2. Equipment and actions**

- ✓ After each guest the surfaces are cleaned with disinfectant or surface wipes;
- ✓ Dispenser with hand disinfectant is placed;
- ✓ The receptionists work using face helmets or masks, and disposable gloves;
- ✓ Registration of guests at the reception is done for no more than two people, unless they are members of one family;
- ✓ Signs are placed for compliance with a distance of at least 1.5 m .;
- ✓ The stay of the guests at the reception is minimized;
- ✓ The use of electronic cards instead of cash payments is encouraged;
- ✓ A sufficient number of face masks is provided, which will be provided to the guests if requested;
- ✓ A sufficient number of thermometers is provided for the guests if necessary.
- ✓ The keys to the hotel rooms are being disinfected.

## **II.LOBBY**

- ✓ The seating area is located so as to observe a social distance of 1.5 m;
- ✓ Crowding during peak hours of arrival and departure of guests is avoided with signs and signposts that discourage it;
- ✓ At the entrance of the hotel is placed a dispenser with hand sanitizer;
- ✓ Common areas are disinfected every hour, paying special attention to the contact surfaces.

### **III.RESTAURANT**

- ✓ Separate entrance and exit of the restaurant are organized;
- ✓ Information materials are located at the entrance of the restaurant, encouraging hand washing with soap and water before eating;
- ✓ At the entrance of the restaurant is placed a dispenser with hand sanitizer;
- ✓ Tablecloths are not used- the tables are with a glass coating, which facilitates their disinfection after each guest;
- ✓ The tables are located so that a distance between them of at least 1.5 m is provided. and are used by no more than 4 people at the table or members of one family;
- ✓ Signs are provided to indicate a one-way pedestrian flow with distances of 1.5 m. to facilitate physical distance;
- ✓ Beverage dispensers are disinfected as often as possible during meals;

### **IV.ELEVATOR**

- ✓ A dispenser with hand sanitizer is placed at the entrance of the elevator on the ground floor;
- ✓ The use of the elevator is limited to more than two people, unless they are members of one family;
- ✓ The contact surfaces in the elevator are disinfected every hour. Particular attention is paid to the buttons;

### **V.POOL**

- ✓ The water in the swimming pool is treated according to the Order of the Minister of Health;
- ✓ The sunbeds are located so that it has secured sufficient distance to observe the social distance;
- ✓ Sunbeds are disinfected at least once a day or after each guest;
- ✓ The supply of blankets can be stopped;
- ✓ It is forbidden to take out the hotel towels for using the pool;

### **VI. HOTEL ROOMS**

- ✓ Luggage delivery to the rooms by porter can be suspended.
- ✓ After each guest, in addition to the routine cleaning of the room, disinfection of all contact surfaces, equipment and bathroom and thorough ventilation of the room is performed;
- ✓ The maids engaged in cleaning are equipped with personal protective equipment - disposable mask and disposable gloves;
- ✓ On the recommendation of the health authorities, the ventilation system in the rooms is switched off. Please ventilate your room by keeping the balcony door open. We recommend that you also keep the bathroom door open;
- ✓ From the rooms are exported: all kinds of reusable materials, spare pillows and blankets and all decorative accessories, glass water glasses, napkins.

### **VII.RECOMMENDATIONS TO THE GUESTS**

- Please maintain a high standard of personal hygiene, washing hands regularly and making use of provided hand sanitizer, throughout the hotel premises!;
- Please maintain a reasonable distance from other guests!;
- Please follow the signage posted throughout the hotel!;
- Should you feel a headache, dry cough, weakness or temperature over 37.5C, please contact the Reception desk by calling them on the phone and do not leave your room until you receive further instructions!