

REMISENS HOTEL GROUP: UPDATE ON COVID-19 MEASURES

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Remisens Hotels continuously follow changes in government and public health recommendations and guidelines in the countries in which we operate and adapt them to each of our hotels for all work processes so that we continue to provide the best possible services in these challenging times. In this way, we safeguard the safety of our guests and employees in accordance with the requirements, regulations and recommendations of the Centres for Disease Control/Institute of Public Health, the World Health Organisation (WHO) and local authorities.

In cooperation with experts, we have prepared measures for the operation of our hotels in the conditions of the COVID-19 pandemic and developed a detailed plan of measures for each of our properties in order to prevent the spread of COVID-19.

All our hotels are provided with informational material on how to deal with possible or confirmed cases of the coronavirus (COVID-19) disease or closure for quarantine purposes in cooperation with local authorities.

Our employees continuously receive instructions and undergo training for the purpose of implementing high hygiene standards. The implementation of the guidelines is checked daily.

You can find up-to-date and additional information on the [WHO](#) and [Centres for Disease Control and Protection /Public Health Institute](#) websites and on the following links:



The STAY SAFE PROGRAMME that we implement in all Remisens Hotels allows you to spend a safe and relaxing holiday in our hotels. Our measures include:

GENERAL

- During their stay at the hotel, guests must keep a physical distance of 1.5 metres from other guests, with the exception of members of the same family or group;
- We have introduced a system of continuous active control of the maximum number of users, which gives our guests more personal space and privacy in common areas of the hotel;
- The use of the elevator is limited to two people at a time, except in the case of a family group;
- Dispensers with prescribed disinfectants are available at the entrance to hotel premises (lobby, reception, sports and recreational facilities, service payment desks, etc.) and in the employees' work area;
- At the entrance to hotel premises, we display important information and instructions related to the prevention of the spread of COVID-19, as well as hygiene procedures and information with guidelines on proper behaviour and protection measures;
- Wearing protective masks in the reception area and in communal areas is mandatory;
- Disposable protective masks are available on request at the hotel reception;
- Our employees are familiar with the procedures for dealing with suspected symptoms of COVID-19. In cooperation with healthcare institutions, we will ensure that each potentially infected guest is isolated from other guests and hotel employees;

- Signs and measuring marks are placed throughout the hotel as a reminder of the prescribed distance-keeping and protection measures;

HOTEL STAFF

- Our staff are familiar with all measures recommended by the World Health Organisation and national and local health authorities;
- Staff members measure their body temperature every time before arriving at work and maintain personal hygiene, especially by frequently washing and disinfecting hands during work;
- Our staff use the prescribed protective equipment while interacting with guests, as well as in all work procedures;
- We conduct specialised education and training of staff on COVID-19 and protection measures in order to protect to the maximum the health and safety of our guests and employees;

RECEPTION

- In accordance with epidemiological measures, Remisens Hotels provide the option of online check-in to allow guests the minimum waiting time and time spent at the reception on arrival;
- The reception area is frequently and thoroughly ventilated and is regularly disinfected and cleaned in order to comply with high hygiene and safety standards;
- Our team is available 24 hours a day for all information, advice and assistance;

CLEANING

- Each room is cleaned in accordance with high hygiene standards including enhanced disinfection of all surfaces and spaces and the use of protective equipment (gloves and masks);
- Guests can choose complete privacy (if they do not want hotel staff to enter the room during their stay);
- During the cleaning of the rooms, all windows and doors are opened in order to increase air circulation and provide good ventilation;
- Special attention is paid to disinfection of high touch surfaces (furniture, minibar, light switches, telephone, hair dryer, safe, handles, remote control, taps, buttons, hangers, etc.);
- Disinfectant dispensers are available in the communal areas of the hotel;

FOOD AND BEVERAGES

- Seats in restaurants and bars are set in such a way as to allow the recommended distance to be maintained, i.e. to ensure compliance with the applicable hygiene and safety guidelines for our guests;
- In order to ensure maximum compliance with epidemiological measures in the restaurant during meals, it is necessary to reserve a time with the restaurant staff. All tables will be 1.5 metres apart and thoroughly cleaned and disinfected after the guests leave;
- We provide guests with a wide selection of food and drinks. Guests can be without a mask exclusively at the table during the consumption of food and drinks;
- In our premises where food and beverages are served, disinfection of floors and all contact surfaces is intensified;

ENTERTAINMENT AND SPORTS

- Registration at the reception for a certain time for individual and group activities is mandatory;
- Before entering the activity area, users are required to measure their temperature and disinfect their hands;
- All toys and sports equipment for sports activities are disinfected several times a day;

- Parents must bring and take away their children in compliance with the prescribed distance measures (wearing a mask and maintaining a distance of 1.5 m);
- Children with special needs can stay in the children's area according to an individual agreement with educators;

BEACH AND POOLS

- By the pools and on the beaches, distance is kept by respecting the required distance between sun loungers;
- Sun loungers are regularly disinfected. We recommend covering them with a towel before use.