

Social distancing    Heat measurement of staff    Training of all staff and    Enhanced cleaning and disinfection measures  
   and visitors                                     use of personal protective equipment                                     in all public areas

### **Your Safety is our Priority**

**INEA & VERONICA HOTELS**, follow the instructions for the health protocols and have been certified with the **Health First brand**.

#### **Operation and Protection plan of our Hotel.**

It includes the framework of hygiene and safety measures to protect both our guests and our employees, without compromising on the quality of hospitality we offer you.

Our goal is concerning your vacation at **INEA & VERONICA HOTELS** to be not only unforgettable but also safe.

- Continuous updating and faithful implementation of the instructions of the National Public Health Organization
- Training of staff on a daily basis and systematic control for strict adherence to instructions.
- High specifications for food and beverage production according to the HACCP (Hazard Analysis and Critical Control Point System) protocol.
- Systematic daily disinfection at points of contact and frequent use.
- Hand sanitizers in all public areas.
- Strict room cleaning and disinfection protocols before each arrival.

#### **Means of personal protection**

- ✓ Providing personal protective equipment to all staff.
- ✓ Hand sanitizers are available for guests and staff in all public areas.
- ✓ Daily thermal measurement is performed to all hotel staff.

#### **Social Distancing**

- ✓ Suitable labels in all public areas
- ✓ Suitable table seating arrangement in reception, restaurant, bar
- ✓ It is forbidden to enter the hotel rooms to non-residents.

#### **Management of suspect case (COVID-19 CASE)**

Our hotel cooperates with a doctor specially trained in the management of COVID-19 cases and has prepared a comprehensive action plan for the management of a possible suspected case, with respect to the personality and privacy of our customers.

#### **Reception**

- ✓ Posting information boards of basic health guidelines
- ✓ Keeping a customer file with personal information (address, phone, email) for public health protection reasons and possible tracking need
- ✓ Check-in from 3.00 pm & Check-out until 11:00 am so that the room is cleaned, disinfected and to be adequate ventilated with fresh air.
- ✓ Room keys, air conditioning and TV controls are properly disinfected.

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- ✓ Electronic and contactless payment of accounts, electronic sending of invoices via e-mail is recommended.
- ✓ Provide useful information for health providers, pharmacies in the area.
- ✓ Doctor available 24/7.
- ✓ Special Medical Kit in case of suspected case (COVID-19).

#### **PUBLIC AREAS**

- ✓ Increased frequency cleaning of common areas, surfaces and staff workplaces, with particular emphasis on frequent contact points.
- ✓ Steam device is used to disinfect fabric surfaces.
- ✓ Restaurant and bar table and seats are disinfected after each use.
- ✓ Recommendation to visitors to avoid the use of shared toilets.
- ✓ Cleaning and maintenance of air conditioners based on the relevant Circulars.
- ✓ Proper furniture layout to reduce the risk of overcrowding in public areas.

#### **ROOM DISINFECTION**

- ✓ Thorough cleaning and disinfection of the room is carried out with approved cleaning / disinfection products & use of a steam cleaner
- ✓ Enhanced cleaning and disinfection protocols for all surfaces and bathrooms are applied in each room before visitor's arrival.
- ✓ Room cleaning & changing of clothes and towels, will be done upon request of the customer at the reception & only during the absence of the customer from the room.

#### **RESTAURANT-BAR**

- ✓ Installation of a special hand sanitizer and recommendation for use at the entrance and exit of the restaurant and bar
- ✓ Breakfast and dinner hours are extended
- ❖ Breakfast: 07:30 - 11:30
- ❖ Bar 09:00 - 00:30
- ✓ Breakfast is served individually and by staff only.
- ✓ Touchless payment options are available in all bars and restaurant

#### **POOL**

- ✓ Systematic chlorination of the pool with the use of disinfectant products indicated by specialized partners and leading companies in the industry.
- ✓ Regular residual chlorine & pH control.
- ✓ It is recommended to use the showers before and after using the pool.
- ✓ Secure distances between sunbeds and umbrellas.
- ✓ Enhanced cleaning and disinfection are applied to all sunbeds after use

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**We urge you to responsibly keep social distances from those around you,  
customers and employees.**

**Your comfort, health and safety are of utmost importance to us and we assure you that our upgraded  
policy ensures protection of visitors and staff from the Covid-19 virus.**