



Safe stay at the hotels of Polish Hotel Holding Capital Group

#SafeGuestPHH #FeelSafePHH





Dear Guests,

I am delighted to have the opportunity to welcome you back at the hotels of Polish Hotel Holding Capital Group.

The recent period has been extremely demanding. Not only have we offered support to frontline medical staff battling COVID-19, but we also developed new standards and protocols to ensure enhanced safety for our hotel guests. I kindly encourage you to familiarize with this document summarizing the health and safety precautions that we have introduced.

Gheorghe Marian Cristescu
CEO of Polish Hotel Holding Capital Group





ACCESS TO FACILITIES

- Only hotel guests, employees and suppliers have access to facilities.
- All hotel guests, employees and suppliers shall use sanitizer when entering the facility.



SAFE TECHNOLOGICAL SOLUTIONS

- Fan and air conditioner filters are regularly replaced, cleaned and sanitized.
- Our ventilation systems contain cross-flow heat exchangers.



HEALTHCARE

- We provide a phone number to primary care physician.
- Front desk provides phone numbers to the closest sanitary and epidemiological station.
- Our employees have received health and safety protocol trainings in case of a health threat.
- Basic personal protective equipment, such as masks and gloves, is available at the front desk upon request.



SAFE GUESTS AND EMPLOYEES

- We encourage hotel guests to frequent hand washing with soap and water following the guidelines available in public bathrooms located in common areas.
- We encourage hotel guests to reduce direct contact with our employees whenever applicable. A phone call or other means of communication are encouraged.
- We encourage hotel guests to practice physical distancing and reducing person-to-person contact.
- We provide hand sanitizers in public bathrooms, common areas, front desks and restaurants.
- Our work system has been changed in order to help our employees practice social distancing. Working hours have been divided into shifts.
- Our employees have received sanitary regimen trainings.
- We encourage our guests to remote check-in using electronic communication channels.





SAFE HOTEL

FRONT DESK

- Only 1 guest may be handled at the front desk.
- All areas where guests queue have been clearly marked to maintain the 2-metre physical distancing rule.
- Front desk agents are wearing disposable gloves and the front desk is separated from the guests with a plexiglass partition.
- Front desk check-in counters and luggage carts are disinfected after each guest.
- We provide hand sanitizers at the front desk - hand sanitation prior to filling in a registration card is obligatory.
- We encourage hotel guests to contactless payment processes. Hotel guests use payment terminals, if needed. Payment terminals are disinfected after each use.

ROOMS

- Hotel rooms are thoroughly cleaned and all surfaces such as tables, toilet seats, desks, door and furniture handles, light switches, in-room control panels, telephones and television remote controls are disinfected with special cleaning products.
- Housekeeping staff is equipped with masks and disposable gloves. After cleaning a room staff member removes the gloves, sanitizes their hands and puts on new gloves to bring clean towels, bath robes, linen etc.
- Linen and towels are washed in accordance with sanitary regimen guidelines – using hot water setting over 60 degrees Celsius and professional laundry detergents.
- For safety reasons, the frequency of room cleaning will depend on guests requirements.

COMMON AREAS

- Antibacterial soaps and hand sanitizers are available in public bathrooms and common areas.
- Door handles, stair handrails and elevator button panels are disinfected every hour.
- Elevators are disinfected frequently throughout the day.
- Housekeeping staff is equipped with disposable gloves and masks which are changed at regular intervals.
- We reduce the number of guests and employees at the common areas.
- We reconfigured lobby furniture and other public seating areas to promote social distancing.

