

Preventive measures against Corona virus – COVID-19

Safety and comfort of the guests and employees of **Hotel Gradina** have always been a top priority for us for more than 20 years now.

You trust us as our guests, by visiting us season after season, and we are obliged to justify your expectations for a wonderful and safe holiday.

In order for you to feel protected, we have adopted a plan of disinfection events in relation to the non-proliferation of COVID-19. We perform daily monitoring of information presented by the World Health Organisation and its adaptation to the member states of the European Union, focusing on this, we adapt All applicable updates in the procedures and measures safety, after consultation with the health authorities and the Government of Republic of Bulgaria. Following and strictly observing each of these provisions, with utmost attention we will monitor their compliance with our employees and guests, such as the mandatory wearing of masks, control of the number of guests and compliance the necessary distance. Each of the following procedures and measures will be adapted in a timely manner, and you will be notified.

- ✓ **Health, safety and awareness for our employees:** health, safety and and the awareness of our staff are key in the fight for the effectiveness of the purity programme. These are also the ways we assist in this process. Of all employees are dealt personal protective equipment. We monitor daily the health status of all incoming personal.
- ✓ **Hygiene of hands:** the correct and frequent washing of hands is vitally important in the fight against spread of viruses. In Our daily staff briefings It has been repeatedly recalled that the purity starts from simple gestures. It is important to Their health and that of our guests.
- ✓ **Continuous Training:** In addition to the training of hotel staff household and hygiene protocols, our staff goes through a special training to combat the spread of of COVID-19.
- ✓ **Real-time information:** we apply immediately all the instructions, issued by regional health inspection, from the Ministry of Tourism and Local Authorities.
- ✓ **Detergents and protocols:** we use cleaning products and protocols that are effective against viruses.
- ✓ **Reception:** Mounted Safety and PVC screens. Clusters are not to be allowed and guests will have to wait for their order in the lobby from a distance from each other and will make registration one by one. Each registration work surfaces will be disinfected.
- ✓ **Restaurant:** At the entrance to the restaurant and to each bar is mounted sensory dispensers for disinfection. Each guest's table provide the necessary distance from one to another. All members of our staff are fully equipped with protective equipment. After each meal the restaurant will be disinfected – floor, tables, chairs, handles, all surfaces of the buffet, food and drinks modules, bars and all vending machines for drinks especially the buttons.
- ✓ **Hotel Rooms:** Our chambermaids clean and disinfect the rooms after departure of each guest, especially the most touched places and objects.
- ✓ **Common Areas:** we have increased the frequency of cleaning and disinfection in all common areas, with particular attention to all surfaces at the reception, lifts, door handles, toilets and even door keys.
- ✓ **Pool:** All of the sunbeds and umbrellas provide a social distance. There are mounted stations for hand sanitizing. Our staff clean and disinfect lounges, tables and Bedcovers regularly.
- ✓ **Staff and service rooms:** We have increased the frequency of cleaning and disinfection in all staff and service rooms especially the most touched places such as entrances, lockers for personal goods, vehicles and staff rooms.

Team of Hotel "Gradina"