

## TRAVEL INFORMATIONS COVID 19

As we welcome you back to our hotel, we are committed to providing you with a safe environment that aligns with expert protocols for working to defeat COVID-19. We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments

### **Cleanliness: Public Spaces and Guest Rooms**

Starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. We are cleaning surfaces with increased frequency with recommended

- **Cleaning Products and Protocols:** Our hotel use cleaning products and protocols which are effective against viruses, including:  
**Guest Rooms:** Hotels use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.

**Public Spaces:** The Hotel has increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators (and elevator buttons), door handles, public bathrooms and even room keys. The health of our guests and staff is before everything for our Hotel. We respect the loyalty of our employees and guests. As a responsible organization we are dedicated to offer the highest hygiene for our guests and employees in order to have the highest safety measures.

**Employee offices and space:** In the spaces where associates work "Back Office ," the hotel is increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry rooms, and staff offices.

### **Measures to protect our guests and personnel**

1. Regular disinfection of all door handles in public areas, at least 5 times per day.
2. Regular disinfection of elevator buttons, at least 5 time per day.
3. Installation of disinfectant dispensers in public areas around the hotel.
4. Removal of bed covers in every room.
5. Regular disinfection of remote control, phone, door handles in rooms, and other areas frequently touched by hands in rooms.
6. Regular disinfection of all light switches.



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### Education of our employees

We took measures to educate our employees about the following things:

- how to recognize symptoms
- categories of people that are mostly in danger in case of local outbreak, and how to protect their family members
- advised our employees to cancel all travel

If some employee shows mild symptoms of cold, that employee will get extended sick leave. In case of an employee travelling to a risky area, that employee will spend 14 days in self isolation before coming back to work.

We are hopeful that this crisis will be resolved soon, and things can go back to normal. Until then we will undertake all measures for protection.

### Food Safety:

At Hotel Solun & SPA , food handlers and supervisors are trained on safe food preparation . The company's food and beverage operations are required to conduct self-inspection using its food safety standards as guidelines, and compliance is validated by independent audits. We are also enhancing sanitation guidelines. In addition, the company is modifying its operational practices for in-room dining and designing new approaches to buffets and option for have in breakfast IN –room . Implementation of all necessary measures at the highest level

The safety of our guests is the main priority in these difficult times.

The company is prepared to obtain the highest measures in accordance with the WHO to prepare and serve the food in order to obtain the health of our guests.

We will continue to adjust the food and beverage service in accordance with current food safety recommendations.

### Your Travel Flexibility

We have made additional adjustments to our modification and cancellation policies to provide you with maximum flexibility while travel remains restricted in many parts of the world.

- Existing Reservations. All individual reservations—even those described as “non-cancellable “Non refundable” that are scheduled for arrival on or before June 30, 2020 can be changed or cancelled at no charge, up to 24 hours before your scheduled arrival day.
- New Reservations. Any individual reservations you make—even those described as “non-cancellable-“Non refundable” that are booked between today and August 31, 2020 for any future arrival date can be changed or cancelled at no charge, up to 24 hours before your scheduled arrival day.

### For Our Loyalty Members

If you are a Hotel Solun & SPA member and you make your booking between today and August 31, 2020 you will receive 20000 bonus points on your Loyalty Membership card .(\*)Please note this points have to be used until the end of year 2020.

**When the government and health services finally give the go-ahead**

