



COVID-19 SAFETY POLICY

Dear Guests,

Our highest priority is the health and safety of our guests and employees, which is why we would like to familiarize you with our activities in connection with the SARS-CoV-2 coronavirus.

These rules apply today, but please note that they may change until you arrive.

DISINFECTION AND PREVENTION

- all our rooms are disinfected several times a day with certified disinfectants, with particular emphasis on the equipment of rooms or halls, which are tactile surfaces.
- on each floor, in the elevator, in toilets and in common areas for the use of our guests are available hand disinfectants
- we use soaps and antibacterial fluids in our public toilets, and we've included instructions on how to wash your hands properly;
- all common areas, toilets, rooms and conference rooms are subjected to current ventilation;

SAFE GUEST SERVICE

- our employees serve guests in disposable gloves and face masks which are changed regularly;
- our reception and waiters stand were secured by a protective, transparent cover;
- we enable our guests to make online payments, so that payments can be made without contacting our reception, and guests who decide to pay on the spot will be served with care for compliance with security rules;
- our terminals are sanitized after each use;
- the keys to our rooms and rooms are disinfected before being given to guests;
- we offer the option of sending an invoice electronically to minimize the need to contact the reception;
- in order to maintain an appropriate distance between guests at the reception, we have introduced information cards regarding the maximum number of people that can be in a given part of the facility;
- we monitor the health of our employees on an ongoing basis, each employee has also been properly trained and instructed in terms of maintaining the highest prevention and hygiene measures;





SAFE STAY

- The room will not be cleaned during your stay. In case you want to change towels or sheets, of course, it will be enabled for you.
- Your room will be ventilated and then cleaned only a day or two after your departure and covered by the longest possible quarantine before we check in the next guest.
- In accordance with current regulations, access to the SPA zone are limited. It is necessary to book all services in advance (including the use of saunas and swimming pool).

SAFE RESTAURANT

- we have introduced the obligation to disinfect hands for all guests using our restaurant;
- our employees serve guests in disposable gloves and face masks, which are changed regularly;
- tables and chairs in our restaurant and bar have been rearranged in such a way as to ensure guests a safe distance in accordance with applicable standards;
- tables, chairs, menus are subject to ongoing disinfection after each guest. After this operation, the table is marked as "disinfected".

Our common health is our priority.

We remain at your disposal for any questions.

Thank you for being with us.
The Sympozjum & SPA Hotel Team

