



## COVID-19 PREVENTION MEASURES ON THE TERRITORY OF KALINA PALACE HOTEL, TRYAVNA

Dear Guests,

We would like to thank you for choosing Kalina Palace Hotel for your holiday!

We highly appreciate your trust!

Our team maintains extremely high hygiene standards and our policy for health and safety of our guests, staff and partners include a wide range of instructions and procedures. We closely monitor the news of the Corona Virus outbreak in Bulgaria and from 01.06.2020 we have implemented all the necessary prevention measures in accordance with the instructions stated in the orders of the Ministry of Tourism and Health Ministry, issued on 19.05.2020 and 30.05.2020, that set the frame for the hotel services and prevention against COVID-19.



### Provision of personal protective items:

#### For the Kalina Palace staff:

- face masks, disposable gloves, transparent protective barrier for the reception, disposal bin with a lid

#### For the Kalina Palace guests:

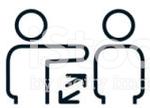
- face masks and disposable gloves available at the reception



### Personal hygiene:

A regular thorough cleaning of the hands is required through disinfectant rub or soap and water wash. The hand disinfection is necessary after exchange of different objects (money, personal documents, cards, keys, etc.), as well.

On the territory of the Kalina Palace Hotel you can find the following spots with disinfectant provided: reception, lobby bar, dining area, swimming pool and changing rooms.



### Physical distancing:

#### Reception:

- Please, keep distance of at least 1,5m
- Check-in of maximum two guests at a time, unless they are family members

#### Lobby Bar:

- Maximum 4 person at a table
- The distance between the tables is set according to the requirements at a minimum of 1,5m

#### Lifts:

- The lifts can be used by maximum 2 people at a time unless they are family members



**Conference halls:**

- The usage of conference halls is possible at 30% of their actual capacity
- The distance between the sitting areas is set according to the requirements at a minimum of 1,5m

**Restaurant:**

- Dining is possible at the hotel restaurants
- There are protective barriers set on the buffet during buffet service. The buffet is operated by hotel staff. No self service allowed!
- Maximum 4 person at a table
- The distance between the tables is set according to the requirements at a minimum of 1,5m

**Swimming pool:**

- Usage of the swimming pool is possible by maximum 10 people at a time
- The lounge chairs are set at a distance of 1,5m and moving them is not allowed

**Cleaning and disinfection:**

**Overall disinfection with LIQUID GUARD®**

- LIQUID GUARD® is a double component disinfection liquid that creates an invisible physical barrier eliminating bacteria
- LIQUID GUARD® is effective against Corona Virus TGEV (also known as Swine Flu), as well. It provides 99,8% virus reduction within 8 hours. Extra test have been introduced for the membrane viruses like SARS and Corona Virus/COVID-19
- LIQUID GUARD® is scientifically proven to be effective against the Influenza type A virus
- It eliminated 90% of the virus within 8 hours and 99% within 24 hours
- The innovative LIQUID GUARD® nanotechnology guarantees long lasting antibacterial protection of the surfaces for more than 1 year
- Spectrum of efficiency: viruses, bacteria, mold, fungi, algae, mites

**Common areas /lobby, rest rooms, corridors, lifts/**

- Along with the LIQUID GUARD® disinfection all areas with opening windows are subject to additional ventilation
- **Cooling/heating of all common areas of the hotel is done via an air-conditioning centre that is different from the rest of the common air-conditioning installation. The air-conditioning centre sources fresh outdoor air which is then chilled or heated and supplied to the common indoor areas. In this way re-circulation of the air in the common areas is avoided, which is the main reason for the spread of viruses and bacteria**

**Guest rooms:**

- An extended cleaning routine is followed by the cleaning staff that includes special disinfection of contact surfaces such as armrests, handles, switches, phone, remote controls, etc.
- Additional ventilation of the rooms
- Towel and bed sheets change is done by the cleaning staff only while wearing face masks, disposable gloves and aprons and the laundry is placed in special containers





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- Towel and bed sheets laundry is done with washing and disinfection detergents, following all the instructions for prevention

**Restaurant/Dining area:**

- Besides the LIQUID GUARD® disinfection, the tables and seats are being cleaned before the clients are seated and after each guest
- We would like to kindly remind all our guests to wash and disinfect their hands before dining

**Lobby bar:**

- Besides the LIQUID GUARD® disinfection, the tables and seats are being cleaned before the clients are seated and after each guest
- We would like to kindly remind all our guests to wash and disinfect their hands before dining

**Conference area:**

- Besides the LIQUID GUARD® disinfection, the tables and seats are being cleaned before the clients are seated and after each guest
- We would like to kindly remind all our guests to wash and disinfect their hands before dining
- Additional ventilation is done every hour
- Additional cleaning and disinfection of the contact surfaces and devices

**Swimming pool:**

- Disinfection of adjacent areas is done every hour
- Usage of the lounge chairs is only allowed with a personal towel on it
- When leaving the lounge area, please, dispose of the personal towels in the specially marked bins
- The lounge chairs are disinfected after each guest by Kalina Palace staff

**Prevention:**

**Staff:**

- All staff is subject to an infrared body temperature check before being admitted to their working place. In case higher body temperature is measured, the person is not allowed into the hotel. All necessary medical treatment and following care is done in accordance with the instructions and procedures for prevention.

**Hotel guests:**

- Before entering the hotel area, a member of the staff with personal protective equipment provides infrared body temperature check. In case higher body temperature is measured, the guest is not allowed into the hotel. A medical examination is required and the controlling institutions are to be notified.
- In case of a change of the medical status of a guest during their stay in the hotel, they are to be quarantined in a specially prepared room of the hotel. The hotel management, local Health Inspection Institution and Emergency Centre are to be immediately notified.
- After the isolation/transportation of the person all the areas they have visited are subject to a thorough cleaning and disinfection

**Suppliers and partners:**





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- Delivery of goods and services is done by specially designated members of the staff with personal protective equipment at designated places. All the suppliers and partners are to wear personal protective equipment and in case they have to enter the hotel area, they are a subject to an infrared body temperature check.



### **Cleaning and disinfection recommendations in case of COVID-19 exposure:**

- Regular cleaning of the common areas with biocide product with anti-viral or partial anti-viral effect
- All the contact surfaces are a subject to disinfection such as handles, elevator buttons, phones, devices and equipment, computers, keyboards, etc.
- All the textiles, clothes and bed sheets are gathered in laundry bags and are a subject to high-temperature laundry for no less than 20 minutes. In case there are textiles that are not suitable for high temperature exposure, the laundry is done at a lower temperature with suitable biocide products, using proper concentration of the product as described by the manufacturer
- All the mops and towels for multiple use are to be disinfected with a solution of sodium chloride and biocide before usage
- All disposable objects are to be disposed of in specially designated containers with a lid that are later disposed of in accordance with the instructions for hotel operation and the national orders for garbage disposal
- All the rooms are to be ventilated on daily basis

From 01.06.2020 the usage of the indoor restaurants, lobby bar and the conference halls is allowed with maximum occupancy of 50% of the actual capacity of the area. The outdoor children playground is available to the guests of Kalina Palace hotel.

**We are at your availability for any questions or queries!**

**We would like to sincerely thank you for being our guests and wish you a most enjoyable stay!**

**Kalina Place Hotel Team**

**19.08.2020r**