

TRAVEL WITH SAFETY

THE ROYAL GRAND HOTEL



COVID – 19 RECOVERY AND 2020
OPENING PLAN

RECEPTION

- Protective screens will be placed at reception desk
- Antiseptic available at all times
- Frequent disinfection of the front desk area
- Social distancing will be expected at all times
- The floor will be marked accordingly in order distances to be kept at all times during check in- check out
- Our well trained front office personnel would be happy to assist in case you would need more information about our hotel's new rules
- Name, home address, telephone number and e-mail address will be requested according to World Health Organisation recommendations as well as the European and National legal requirements considering the COVID-19 preventative measures and includes an emergency plan in case of a suspected or confirmed case
- Staff members are obliged to follow the necessary hygiene measures (frequent hand washing), keep the appropriate distance (at least one meter from customers) and avoid handshakes.
- Room key cards will be sanitised.
- Check in time will be at 15.00 and check out time at 11.00 in order to secure proper room cleaning and disinfection.
- Face masks will be worn by the front desk personnel.
- Special “medical kit” will be available at reception desk for suspected or confirmed case
- We recommend to avoid using the elevator or if not possible only one person at a time.

RESTAURANTS & BARS

- Hand sanitation to be completed on entry to every restaurant or bar
- All restaurants and bars will be re-designed in order to secure the distance of 1.70 meters between the tables.
- Single use table clothes and napkins will be in operation .
- Team members will wear self protection equipment at all times.
- Restaurant buffets will be re organised and controlled by our staff.

CLEAN

- Room cleaning will take place ONLY on request and only when guest is not in the room.
- Our housekeeping team is trained according to the hygiene requirements for Covid-19
- Our housekeeping staff will wear personal protection equipment.
- Our rooms will be properly cleaned and disinfected prior to guests check in
- All non-essential items like decorative pillows, extra pillows or blankets ,coffee & Tea making facilities, glassware ,stationary, etc will be removed from the room.
- We strongly encourage our guests to use their room's WC instead of the public ones.
- We will clean and disinfect all public WC very often
- Frequent disinfection of all handrails, elevators , switches and mostly touched surfaces.
- Special rooms will be arranged in case of suspected r confirmed

POOL AREA

- Sun beds & umbrellas will be re designed in order to keep the distance of 2 meters between sunbeds
- Sun beds will be sanitised every evening and after each use
- We strongly recommend the use of pool towel
- All non –essential items will be removed
- Shower is obligatory before entering the pool
- Only 1 person for every 5m2 is allowed to swim at a time
- Keep social distance of 2 meters all the time
- PH and chlorine levels will be monitored frequently in order to guarantee pool sanitization.



GENERAL INFORMATION

- OUR HOTEL HAS ESTABLISHED AN EMERGENCY & CRISIS TEAM AND PLAN
- 24 HOURS DOCTOR ON CALL
- ALL OUR STAFF HAS RECEIVED SPECIAL TRAINING