

HOTEL *Alba*

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HOTEL ALBA Sunny Beach

PREVENTION PROCEDURES AND PLAN AGAINST COVID-19 VIRUS

1. RECEPTION

- Staff training and instruction is provided in order to protect the health of the guests and the employees;
- All guests are informed about the security and safety policy and procedures, as well as about the preventive measures applied in the hotel; All guest have to observe strict personal hygiene: regularly to wash hands with soap, use a disinfectant after sneezing, before eating, after visiting WC, to avoid touching the face, mouth, nose and eyes, to avoid shaking hands.
- The reception has the necessary telephone numbers of the regional health authorities, the medical institution with which a service contract has been concluded, the emergency centers, pharmacies, doctor's 24 hours;
- For your safety and comfort, check-in time will be 15:00 and check-out time 11:00, so that our team of professionals will have sufficient time to prepare and clean all rooms and areas according to the imposed standards.
- At check-in, you will be offered the possibility of choosing the new "Do Not Enter My Room" option, which means that while all services remain available, our employees will not enter your room during your stay until you express a wish to have your room serviced. Daily cleaning service will be done upon guest request only upon displaying of the sign "Please Make Up My Room".
- After each guest the surfaces are cleaned with disinfectant or surface wipes;
- Dispenser with hand disinfectant is placed;
- The receptionists work using face masks or helmets and disposable gloves;
- Registration of guests at the reception is done for no more than two people, unless they are members of one family;
- Signs are placed for compliance with a distance of at least 1.5 m .;
- The stay of the guests at the reception is minimized;
- The use of electronic cards instead of cash payments is encouraged;
- A sufficient number of face masks is provided, which will be provided to the guests if requested;
- A sufficient number of thermometers is provided for the guests if necessary.
- The keys to the hotel rooms are being disinfected.

2. LOBBY

- The seating area is located so as to observe a social distance of 1.5 m;
- Crowding during peak hours of arrival and departure of guests is avoided with signs and signposts that discourage it;
- At the entrance of the hotel is placed a dispenser with hand sanitizer;
- Common areas are disinfected every hour, paying special attention to the contact surfaces.

3. RESTAURANT

- Strictly compliance with the government requirements for F&B;
- Separate entrance and exit of the restaurant are organized;
- Information materials are located at the entrance of the restaurant, encouraging hand washing with soap and water before eating;
- At the entrance of the restaurant is placed a dispenser with hand sanitizer;
- A physical Plexiglas barrier has been installed, which does not allow direct contact of the guests with the food on the buffet;
- The food is provided / does not mean serving at the tables / by employees who are equipped with personal protective equipment - face helmets and disposable gloves;
- Tablecloths are not used, disinfection after each guest;
- The tables are located so that a distance between them of at least 1.5 m is provided. and are used by no more than 4 people at the table or members of one family;
- Signs are provided to indicate a one-way pedestrian flow with distances of 1.5 m. to facilitate physical distance;
- Cutlery is individually packaged and provided to each guest;
- Beverage dispensers are disinfected as often as possible during meals;
- The hours for the main meals could be changed depending on the occupancy;
- Take away cups will be mainly available upon request at all bars;
- Strict observance and control of HACCP system requirements.
- Show cooking is not allowed.

4. ELEVATOR

- A dispenser with hand sanitizer is placed at the entrance of the elevator on the ground floor;
- The use of the elevator is limited to more than two people, unless they are members of one family;
- The contact surfaces in the elevator are disinfected every hour. Particular attention is paid to the buttons;

5. POOL

- The water in the outdoor swimming pool is treated according to the Order of the Minister of Health;
- A stationary disinfection dispenser is provided in the area around the pool;
- The sun beds are located so that it has secured sufficient distance to observe the social distance;
- Sun beds are disinfected at least once a day or after each guest;
- The supply of towels or mattress for sun beds is stopped;
- It is forbidden to take out the hotel towels for using on the pool or beach;

6. HOTEL ROOMS

- Luggage delivery to the rooms by porter is suspended.
- After each guest, in addition to the routine cleaning of the room, disinfection of the whole room and all contact surfaces, equipment and bathroom and thorough ventilation of the room is performed;
- The maids engaged in cleaning are equipped with personal protective equipment - disposable mask and disposable gloves;
- From the rooms are exported: all kinds of reusable materials, spare pillows and blankets and all decorative accessories, glass water glasses, napkins.
- Only take away cups will be used in rooms.
- A room has been designated to isolate a person showing clear symptoms of Covid-19 virus infection.

7. KIDS PLAYGROUND AND ANIMATION

- Disinfection of all kids playground.
- Disinfection of sports equipment and materials before and after use.
- Observance of social distance when conducting sports activities and outdoor games.
- No kid's club indoor.
- Games , activities and shows only outdoors and observing social distance.

8. GYM (FITNESS ROOM)

- Social distance between guests at least 1.5 m.
- No more than 2 clients are allowed at the same time in gym.
- Disinfection of the gym several times per day.
- Hand disinfectant is available in the gym.

9. LAUNDRY

- Laundry areas will be disinfected every day.
- Workers will wear masks and gloves, and keep the distance of 1.5 m.
- Appropriate detergent and disinfectant will be used and washing programs will be at least 60 degrees.

10. GENERAL RECOMMENDATIONS TO THE GUESTS

- Please maintain a high standard of personal hygiene, washing hands regularly and making use of provided hand sanitizer, throughout the hotel premises!;
- Please maintain a reasonable distance from other guests!;
- Please follow the signage posted throughout the hotel!;
- Should you feel a headache, dry cough, weakness or temperature over 37.2C, please contact the Reception desk by calling them on the phone and do not leave your room until you receive further instructions!

Emil Kelbechev
Manager