



Dear Sirs,

Your and our employees' security is of utmost importance, thus we follow the recommendations and procedures indicated by the Polish Ministry of Regional Development with consultancy of the Chief Sanitary Inspector (CSI).

**ORGANISATIONAL AND SAFETY PROCEDURES
IMPLEMENTED DUE TO THE COVID-19 PANDEMIC
AT SPA HOTELU JAWOR ******

1. Guests are **absolutely obliged to wear safety facemasks** and **keep of minimum 2-meter distances in direct contact** in the vicinity and in common areas of our hotel. Masks can be purchased at the reception desk.
2. Only one person is allowed at the reception desk at a given time; our customer service shall be minimized.
3. Only one person or persons living in the same room can use the elevator at a time.
4. Our check-in procedure:
 - every guest is obliged to sign the health survey upon check-in;
 - our hotel reserves the right to measure the temperature of every guest;
 - if any guest is suspected to have developed a disease (symptoms: fever, coughing, running nose, conjunctivitis), they will not be able to check in. A person presenting the symptoms of the disease will be informed that they need to visit the infectious ward by their own means of transport and notify the medical services and the county sanitary and epidemiological station;
 - we suggest paying by credit card
 - luggage is not delivered to the room
 - parking at the hotel car park requires social distancing.
5. Our staff have been trained in safety precautions in force at our hotel, related to the Covid-19 pandemic.
6. Our hotel restaurant operates in accordance with the guidelines of the CSI and the Polish Ministry of Regional Development.
7. Rooms are cleaned only on request.
8. It is forbidden to use the hotel blow dryers in the bathrooms in the rooms.

9. Bedding and towels are washed at a minimum temperature of 60° C with an addition of a detergent; washing and its delivery is carried out in a sanitary regime.
10. After checking out by each guest, any room is routinely cleaned and all touch surfaces, equipment, bathrooms are disinfected and the room is thorough ventilated (the room is ozonized only at the guest's request for an additional fee).
11. Hotel staff shall be provided with disposable facemasks and gloves.
12. There are hand disinfectant dispensers on the premises: at the hotel entrance, in the area of the reception desk and toilets, at the entrance to the elevator, in the hotel restaurant;
13. Hotel equipment offered to our guests (e.g. a bicycle) is disinfected after each use;
14. In the sanitary and hygienic rooms there are instruction posters on: washing hands, removing and putting on gloves, removing and putting on a mask; and next to the liquid dispensers, an instruction poster on how to disinfect hands properly. It is recommended to comply with the guidelines specified in the instructions;
15. Our staff at direct contact points (the reception desk) disinfects the flat surfaces, tops, immediately after finishing guest service;
16. In the common areas of our hotel, at least every hour our staff disinfects touch surfaces: handrails, door handles, light switches, handles, chair rails and flat surfaces, including worktops in work rooms and areas intended for having meals;

**PROCEDURES IN THE EVENT THAT A PERSON IS SUSPECTED
TO GET INFECTED WITH THE CORONAVIRUS
AT SPA HOTELU JAWOR ******

A PERSON IS GOING TO CHECK IN AT OUR HOTEL

If there are clear signs of the disease such as fever, persistent coughing, running nose, conjunctivitis, malaise, breathing difficulties, this person will not be allowed into the premises.

A person with clear signs of the disease will be instructed to visit the nearest infectious ward as soon as possible, to consult a doctor by going there by their own means of transport or by notifying the medical services - tel.999 or 112.

A PERSON HAS ALREADY CHECKED IN AT OUR HOTEL:

A person with clear signs of the disease will be temporarily isolated in a dedicated room. The reception employee will notify the medical dispatcher and the county sanitary and epidemiological station of a suspected infection at the hotel, as well as report a disease incident to the management of the facility, which will allow determining the area of the hotel where the supposedly infected person have been moving and staying.

Then the following will take place:

- the area will be routinely cleaned and disinfected according to our hotel's procedures (touch surfaces will be disinfected: handrails, door handles, handles where the supposedly infected person could have been staying), - a list of employees and, if possible, the customers being present at the same time in the places of our hotel will be compiled, where the supposedly infected person was staying,
- new guest will not be checked in at the hotel,
- strictly followed will be the instructions and the recommendations of the county sanitary and epidemiological station, the guidelines of the Chief Sanitary Inspector available at gov.pl/web/koronawirus/ and gis.gov.pl referring to persons who have been in contact with an infected person.

Telephone numbers:

Telephone number to sanitary and epidemiological station in Bielsko-Biala:

Fixed telephone line

tel. 0048 33 816-00-12 (head office) Fax 0048 33 812-57-63

Emergency phone: on working days between 7.25-15.00

tel. **0048 33 499-29-22**

on other days and hours

tel. **0048 504 022 816**

Emergency number

112

24-hour telephone-line of NFZ

0048 800-190-590