

Covid-19 Logos Hotel Regulations



LOGOS
KRAKÓW

I DEFINITIONS

1. Whenever these Regulations refer to the following:

a. "Regulations" - should be understood as these regulations

b. "Logos Hotel Facility" - it should be understood as:

Biuro Turystyki ZNP LogosTour Sp. z o.o.

00-379 Warsaw, 31/33 Wybrzeże Kościuszkowskie Street

Oddział Hotel Logos, 5 Szujskiego Street, 31-123 Krakow

NIP (tax number) 676-007-89-91 REGON (National Official Business Register) 350522925-00160

c. "Guest" - it should be understood as a person who stays at the Logos Hotel as a Guest

II GENERAL PROVISIONS

1. The Regulations define new rules of staying at the Logos Hotel relating to the Covid-19 pandemic.

2. The regulations are available to read at the Reception Desk, on the website of the Hotel and all rooms provide information on the applicable security policies and procedures.

3. The reception desk staff is obliged to inform the Guest during check-in procedure about the new security measures taken relating to COVID-19.

4. Due to the threat of COVID -19 virus, Hotel Logos has the right to suspend or limit services that may increase the threat to Guests and staff (e.g. luggage delivery service).

5. Common spaces such as Spa Area & Sauna remain closed until further notice. The above-mentioned space may be used only for the exclusive use of hotel Guests who have been accommodated together.

6. The conference rooms can be used in accordance with the current law, i.e. social distancing.

7. There is an individual room prepared (among others, equipped with personal protection equipment and disinfectant fluid) to isolate temporally a person in the event of a suspected case of COVID-19, at the Logos Hotel facility.

8. The obligation to comply with these regulations applies also to suppliers of personal protective equipment, in accordance with current law.

These regulations are aimed at

9.1. Ensuring the safety and health protection of Guests

9.2. Ensuring the safety and health protection of employees and staff

9.3. Ensuring safety and health protection at Hotel Logos

III PROCEDURES TO ENSURE THE SECURITY OF GUESTS – GENERAL CONDITIONS

1. Hand sanitizer dispensers are available in the different areas of the Logos Hotel (including the reception desk, lobby area, toilets). It is recommended to use hand sanitizer as often as possible, especially after entering the Hotel facility, at the entrance to the elevators, at the reception desk and lobby area, and after leaving the toilets.

2. There are instructions demonstrating how to properly wash hands, put on and take off gloves and masks as well as how to disinfect hands properly, in sanitary and hygienic rooms.

3. There is cleaning work equipment available at the Logos Hotel facility. High-touch surfaces in the common areas such as, handrails, door handles, elevator buttons, countertops, flat surfaces, telephones, computer keyboards, as well as toilets are subject to special disinfection. These surfaces are disinfected at least once every hour.

4. Common areas are ventilated systematically.

5. After each use, hotel equipment made available to Guests is disinfected, including bikes.

6. Only Guests of the hotel and employees are allowed to stay on the premises.

7. It is recommended to reduce check-in time procedure to a minimum.

8. The Guest, thanks to the protective Plexiglass Barrier, has no direct contact with the reception staff.

9. Protective masks are available to buy at the reception desk.

10. The reception desk has immediately available the telephone numbers of sanitary epidemiological

IV PROCEDURES TO ENSURE THE SECURITY OF GUESTS – DETAILED CONDITIONS

1. Only checked-in Guests may stay in hotel rooms and common areas.
2. The space of each room is compulsorily disinfected before checking- in, with complete disinfection of furniture and equipment available in the room, in particular the door handles, TV remote control, light switches, bedside lamps, sockets, countertops, chair backs.
3. In addition to cleaning and disinfection, the hotel room is ventilated systematically.
4. The hotel room is made available after disinfection completed, in the appropriate time interval.
5. Daily cleaning takes place only at the Guest's request, taking all necessity precautions.
6. During cleaning works, cleaning staff work with gloves and masks, and if necessary also in a disposable long-sleeved apron.
7. The bedding and towels are washed at a minimum temperature of 60 degrees Celsius with the addition of cleaning and disinfecting chemicals. The materials are washed and delivered in accordance with the sanitary regime.
8. The use of blower dryers is not recommended in hotel rooms.

V. RESTAURANTS AND PATIO SAFETY PROCEDURES

1. There are changes of how the restaurant and patio operate. Guests staying at the Logos Hotel have the opportunity to use these spaces in accordance with applicable restrictions.
 2. The restaurant and patio are opened daily from 07.00 to 22.00. All spaces are subject to disinfection, and according to restrictions, allow maintaining a physical distance between Guests.
 3. Breakfast can be served in buffet style, but only if served by a waiter.
 4. Hand sanitizer is available at the restaurant entrance.
 5. Guests who came to the Logos Hotel together can eat at the same table.
 6. All restaurant zone employees perform their duties in accordance with the restrictions. They adhere to the rules of labor welfare and industrial hygiene, and wear masks that cover the mouth and nose.
 7. Guests can order Room Service from a special menu available in each room. Orders can be placed by phone via the reception desk or directly at restaurant.
 8. There is a possibility to organize occasional receptions, both in the "Pod Piątką Restaurant" and the summer patio. In accordance with applicable regulations, receptions may be organized for groups up to a maximum of 150 people. During receptions, the staff work in gloves, and the waiters in masks covering the mouth and nose.
- stations and medical services.

VI EMPLOYEES AND STAFF SAFETY PROCEDURES

1. All employees are regularly trained in compliance with safety standards and procedures taken in response to COVID-19 pandemic.
2. The employees' schedule was organized in such a way that as few people as possible were present at the same time on the premises. In this way, the number of employees staying at the same time in common areas was also reduced, and rest break hours were reorganized.
3. Each employee performs his duties in disposable gloves, and cleaning staff, if necessary, also with long-sleeved aprons. Employees have access to disinfectants.
4. Reception staff is separated from the Guests by a protective Plexiglass Barrier.
5. Employees are required to comply with the following recommendations:
 - immediately after coming to work, every employee must wash their hands with soap and water, followed by disinfection of dried hands with 60% alcohol-based minimum
 - every employee is required to cover the nose and mouth when performing duties. Masks and protective helmets are available to employees. The exception is the reception staff, who is separated from the Guest by a protective Plexiglass Barrier.
 - employees keep a distance of 2 meters from Guests, and as far as possible from colleagues

- it is the employees' responsibility to monitor cleaning work performance, as well as to perform personal hygiene, frequent hand disinfection, avoid touching the face area (especially mouth and nose) and care for maintaining cleanliness at the place of work (disinfection of high-touch surfaces such as: telephone, keyboard, mouse, light switches, countertops)
 - when coughing / sneezing, employees are required to cover their mouths and nose with a elbow or handkerchief, which should be immediately thrown into a closed basket, and then immediately wash and disinfect hands
 - employees should avoid commuting to workplace by public transport if this is possible
6. The Logos Hotel has minimized the number of internal and employee meetings. Whenever possible, all decisions are made by phone or email. If such a situation is impossible, then all meetings are held with an appropriate physical distance, i.e. a minimum of 2 meters between the interlocutors.
 7. Wherever possible, contact via telephone and email has been introduced.
 8. Special care was given to employees over 60 and with underlying health conditions, who in the current situation have been removed from direct contact with Guests.
 9. Section VII describes in detail the procedure of steps to follow if an employee shows symptoms of COVID-19 infection.

VII. PROCEDURES FOR THE SITUATION WHEN AN EMPLOYEE DEVELOPS SIGNS AND SYMPTOMS INDICATIVE OF COVID-19

1. All employees of the Logos Hotel were familiarized with the new regulations and implemented procedures aimed at ensuring security in response to the COVID-19 pandemic. The staff was familiar with the guidelines and obligations.
2. Employees were instructed on the procedures to be followed in the event of a suspected case of COVID-19 (they do not come to work, contact the sanitary-epidemiological station or infectious department, and in case of deterioration of health, call 999 or 112 and inform about suspected COVID-19 case)
3. While symptoms develop while performing the tasks at the workplace, the employee is obliged to cease immediately his activities. Then s/he is sent back by individual transport home. The Guests reception is suspended, and the appropriate sanitary and epidemiological station is notified, and all steps taken are the result of instructions given.
4. An employee with disturbing symptoms waits for transport in a designated room, isolated from other people.
5. An inspection is conducted in the area in which the employee has moved and stayed, followed by disinfection in accordance with applicable procedures. Additional procedures are introduced after the recommendation of the poviatsanitary inspector.
6. Employees are obliged to follow the information of the Chief Sanitary Inspector and the Minister of Health, which are available at gis.gov.pl or gov.pl/web/koronawirus/, as well as applicable law.

VIII. PROCEDURES FOR THE SITUATION WHEN A GUEST DEVELOPS SIGNS AND SYMPTOMS INDICATIVE OF COVID-19

1. If there are clear signs of illness such as persistent cough, malaise, difficulty in breathing, the Guest cannot be allowed into the premises.
2. The Guest will be informed about the procedures (including reporting to the nearest infectious ward as soon as possible, consultation with a doctor, going there by their own transport or notifying 999 or 112)
3. If the Guest already stays in the hotel - temporary isolation in a dedicated room is taken, notification to the medical dispatcher of suspected infection case and reporting the incident to the management of the facility.
4. Actions taken aimed to determine the area in which the Guest moved and stayed, conduct routine cleaning in accordance with procedures and disinfect high-touch surfaces (door handles, handrails, handles, etc.).

5. Establishing a list of employees and clients (if possible) present at the same time in the part / parts of the facility in which the client was staying and following therecomendations of the Chief Sanitary Inspector available at gov.pl/web/koronawirus/ and gis.gov.pl referring to people who have had contact with the infected.
6. In response to suspicion of developing COVID-19, Guests reception is suspended, the competent poviatsanitary and epidemiological station is informed and the instructions and instructions given are strictly followed.

IX. GENERAL PROVISIONS

1. These regulations come into force on 05/04/2020 and are valid until further notice.
2. The Regulations are subject to Polish law only.