



BACHLEDA LUXURY HOTEL

★★★★★

Dear Valued Guests,

The health and safety of you and our employees' is our top priority, therefore we care to go beyond standards and ensure the highest quality of services.

As we navigate these uncharted times, we took additional measures to ensure that you will have a comfortable, carefree staying, all according to the new safety rules.

Feel welcome to familiarize yourself with all implemented procedures at Bachleda Luxury Hotel Krakow MGallery by Sofitel.

Stay Safe

CRUCIAL CHANGES

1. The filling up of "Stay safe" form and registration card is vital to check-in. The hotel reserves the right to refuse check-in, based on filled "Stay safe" form.
2. Only checked-in Guests can stay in the room.
3. The luggage service is unavailable until further notice.
4. The rooms are cleaned during the stay on request only, in the absence of the Guest (in reference to the guidelines of the Ministry of Developments for hospitality industry). Please contact the reception in advance to arrange the appropriate time.
5. The room service is available from 7 a.m. to 11 p.m. only.
6. All Guests and staff are required to cover the nose and the mouth in common areas of the hotel.

GENERAL INFORMATION

1. The 24h Front Office is here for your safety.
2. Only hotel's Guests, employees and suppliers are allowed to stay on the hotel's premises. Everyone is obliged to disinfect carefully hands at the entrance. The suppliers' presence in the building is limited to the necessary minimum.
3. Before starting the shift, each employee is asked about any COVID-19-consistent symptoms using a questionnaire, along with temperature checks.
4. Employees undergo regular and comprehensive training in special precautions as recommended by Main Sanitary Inspectorate in Poland and World Health Organization.

LOBBY

1. Each person entering the hotel is required to disinfect their hands. For this purpose, a disinfectant has been made available in the hotel lobby.
2. Up to five Guests are allowed to be in the lobby at the same time.
3. One Guest only is allowed to be present at the front office counter (not applicable to families and Guests checked-in together).
4. We have decided to shorten the check-in process in order to minimize direct contact. The personal identity document, the credit or debit card and a signature on the registration card are necessary to check-in.
5. Employees are equipped with a face mask and gloves. Front office counter is separated by a glass.
6. We have increased frequency of cleaning and disinfection in all areas of the hotel, both front and back house. Key cards and front office counter are disinfected after each use.
7. Disposable face masks, disinfectants and gloves packed separately are available for purchase at front office.
8. The current hotel directory regarding the rules in force at the hotel and the security measures taken is available at <https://bachledaluxuryhotel.pl/en/stay-safe>
It can be also sent by text or e-mail on request.

HYGIENE



1. We have implemented new room cleaning and disinfecting procedures.
2. Each room undergoes ozonation after check-out.
3. Rooms are ventilated each time during cleaning service.
4. Housekeeping staff is equipped with face masks and disposable gloves, which are replaced after each cleaning service in the room.
5. Disinfection of public areas is increased, it takes place every hour or less.
6. The hotel directory has been removed from the rooms and all information are available online at www.bachledaluxuryhotel.pl/in-room
The file can be printed or sent by text or e-mail on request.
7. Minibar price list is available at www.bachledaluxuryhotel.pl/en/in-room. Service is free of charge.
8. Information on hygiene and prevention are being displayed in public areas, all according to the guidelines of the Main Sanitary Inspectorate.
9. To download instructions of proper hand washing and disinfection, how to wear and remove face mask and how to dispose gloves properly, please click [here](#).



FOOD & BEVERAGE

GAVI RESTAURANT – OPENING HOURS

BREAKFAST	7 A.M. – 11 A.M.
À LA CARTE	1 P.M. – 11 P.M.

OPUS LOUNGE BAR – OPENING HOURS

THURSDAY - SATURDAY	6 P.M. – 12 P.M.
---------------------	------------------

1. Meals and drinks can be served directly to the room. The menu is available at www.bachledaluxuryhotel.pl/en/in-room. Room service is free.

IN-ROOM DINING HOURS

BREAKFAST	7 A.M. – 11 A.M.
GAVI RESTAURANT	1 P.M. – 11 P.M.
ROOM SERVICE	7 A.M. – 11 P.M.

2. To order breakfast, please choose products from the menu order displayed in the room and hang it on the outside door handle till 10 p.m.

The waiting time can be extended for orders placed through reception.

3. Food ordered will be brought to the room on trolley. Full service including setting up the dishes is on Guest's request only.

4. After finishing the meal, please ask the reception to pick up a trolley with dishes. Please do not put the trolley in front of the room door by yourself.

FITNESS & SPA

1. The number of Guests allowed to stay at one time in wellness area must not exceed 8.
2. Only Guests checked-in together are allowed to stay at one time in fitness area.
3. One person may stay in it at a time (not applicable to families and Guests checked-in together).
4. After training, please inform the the reception.

In case of any questions regarding your stay or additional measures took in Bachleđa Luxury Hotel Krakow MGallery by Sofitel we kindly invite to contact reception.

TELEPHONE	+48 (12) 424 11 00
MOBILE	+48 787 114 488
E-MAIL	HB4U7@ACCOR.COM