



NOSALOWY  
HOTELE

# SAFETY

## in Nosalowy hotels

#SafelyinNosalowy



HOTEL & SPA

NOSALOWY PARK

ZAKOPANE

Nosalowy Park Hotel & Spa



RESORT & SPA

Nosalowy Dwór®

ZAKOPANE

Nosalowy Dwór Resort & Spa

Safety is a standard in our hotels. In the new reality, we take special care of it in order to provide our Guests with a comfortable rest in accordance with the new safety rules. Learn our measures undertaken for the duration of your stay in Nosalowy Dwór Resort & Spa and Nosalowy Park Hotel & Spa, the scope of which will be as broad as applicable at the time of launching our hotels.



### SAFE HOTEL

## Safe space

1. Our hotels, due to their location in a quiet area, in the immediate vicinity of the Tatra National Park, with the available spaces and numerous amenities allow to organise your stay in accordance with the principles of safety and ensure the comfortable rest you deserve!

2. The area of our hotels is fenced and under video monitored; there are no outside people in the hotel area without a legitimate reason.
3. Our 24-hour security supervises the safety of guests, verifies persons authorized to enter the hotel premises and indicates a convenient slot in the fenced parking lot or underground garage.
4. Only guests, employees and suppliers are allowed to enter our hotels - each of them is obliged to move around the hotel premises in a protective mask / visor, disposable gloves or after thorough hand disinfection. The duration of suppliers' stay in the resort is limited to the necessary minimum.
5. The large outdoor area and spacious common areas allow to maintain safe distances.
6. The number of people in a given part of the hotels will be in accordance with the recommendations of the Minister of Health and the Chief Sanitary Inspector.
7. The use of the conference rooms is possible subject to following the recommendations of the Minister of Health and the Chief Sanitary Inspector, maintaining social distance.
8. Having the largest MICE facilities in the region (a total of 26 conference rooms) enables us to fully organise events for the MICE sector in a safe manner.
9. In sanitary and hygiene rooms there are instructions for washing hands, taking off and putting on gloves, taking off and putting on a mask, as well as instructions for proper hand disinfection by the disinfection stations.
10. On the premises of our hotels we provide you with several dozen hand disinfection stations.
11. In addition, we have designated and prepared (by e.g. equipping with personal protective equipment, disinfectant) a room in which a person can be temporarily isolated in the event of disease symptoms.

## SAFE HOTEL



## Coordinated effort for full safety control / Ongoing safety control

1. To coordinate and continuously monitor the implementation of the #safelyinNosalowy safety package we have appointed a sanitary safety coordinator.
2. The Coordinator is responsible for overseeing the consistent work of all the hotel departments in order to improve the health and safety awareness of employees and guests and to correctly implement the safety package.
3. Building a health and safety-oriented culture is our long-term policy.
4. We coordinate and supervise inter-departmental activities related to hygiene, disinfection and maintenance of microbiological safety on an ongoing basis.

5. Our procedures and instructions in the field of sanitary safety are continuously adjusted to the current guidelines of, among others, the Minister of Health and Chief Sanitary Inspector. The #safelyinNosalowy safety package will be regularly updated and published on our hotels' websites.



## SAFE HOTEL

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### Safe reception

1. Before entering the hotel, each guest is asked to disinfect their hands. For this purpose, we provide a contactless device which is located at the reception desk.
2. There can be a maximum of two people at the reception desk, with a safe distance of 2 meters.
3. Our employees work in visors, regularly wash and disinfect their hands or wear gloves.
4. The reception desks are separated by glass.
5. During the check-in, the receptionist will show you where you can safely wait for your turn to be served.
6. The shortened check-in requires only a signature on the registration card.
7. All information about available attractions is available in common areas and the hotel TV system; we also send it in electronic form via e-mail on request.
8. We encourage our guests to make settlements in electronic form.
9. Luggage is delivered up to 30 minutes after check-in, which minimizes contact with the porter in the elevator.
10. Check-out is possible without contacting the reception.
11. We disinfect the equipment and reception desks on an ongoing basis.
12. Luggage carts are disinfected after each delivery of luggage.
13. At the reception desk it is possible to buy disposable masks and disinfecting gels.



## SAFE HOTEL

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### Safe interiors

1. Our new room cleaning procedures include detailed and effective disinfection of furniture, fittings, toilets and all room furnishings.
2. The rooms are aired during the cleaning service, which is carried out on request.
3. In each room there are instructions for washing and disinfecting hands, putting on and taking off the mask and gloves properly.
4. The cleaning staff is equipped with gloves and disposable masks and, if necessary, long-sleeved disposable aprons, which they replace after each room service.
5. Hotel bedding is protected by foil.
6. We disinfect all staff rooms and equipment daily.
7. We pay special attention to daily, ongoing disinfection of public areas such as the restaurant, cafe, lobby, swimming pool area, conference rooms, playroom for the youngest guests and elevators.
8. Cleaning and disinfection of public areas is carried out around the clock, with increased staffing levels.
9. Cleaning of rooms is done at the request of the guests during their absence - when leaving, inform the staff by means of the special „Please clean the room” hanger available in the room.
10. Soap and paper dispensers and touchless taps are installed in public toilets.
11. We have put all blow dryers in the bathrooms out of service.
12. After each departure, we disinfect the air conditioning system and ventilation in the rooms.



## SAFE HOTEL

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### Safe restaurants

1. Hand disinfection stations are set up before the entrance to each restaurant.
2. We keep a two-metre social distance in front of the entrance and in the restaurant by duly informing the diners and rearranging tables or putting them out.
3. Catering staff have the necessary personal protective equipment, work with a visor and gloves and regularly wash and disinfect their hands.
4. Tablecloths in restaurants and disposable pads are replaced after each guest.
5. Tables are disinfected after each guest.
6. Menu cards are disinfected after each guest.
7. Disinfection of common elements such as handles, buttons in elevators or handrails takes place every 30 minutes.
8. Restaurants in the new arrangement are prepared for a limited number of people eating at the same time, with the required two-meter distances.
9. Breakfast will be served in several restaurants simultaneously.
10. Buffets and live cooking organized in accordance with the sanitary regime are served by our employees who will put on the plate and serve the products indicated by the guest.
11. All meals are prepared and served with the utmost care and observance of hygienic requirements.
12. For your convenience, breakfasts and other meals are also served as an extended Room Service offer directly to your room.
13. Each employee is assigned a clearly defined function - host, meal delivery, cleaning, disinfection, etc.
14. The services are available on terms consistent with the current guidelines of the Ministries and the Chief Sanitary Inspectorate regarding the current epidemiological situation.



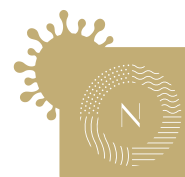


## SAFE HOTEL

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### Safe lobby bars and café

1. We are introducing the limitation of the number of people using the Lobby Bar and Café to the number of seats available at the tables, while maintaining a safe distance.
2. Orders will be accepted only at tables.
3. Menu cards and tables are disinfected after each guest.
4. The staff is equipped with visors and gloves and regularly cleans and disinfects their hands.
5. We encourage our guests to make non-cash payments.
6. The services are available on terms consistent with the current guidelines of the Ministries and the Chief Sanitary Inspectorate regarding the current epidemiological situation.



## SAFE HOTEL

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### Safe relaxing at NABE SPA

1. The procedures of safety and proceeding in case of infection with COVID-19 cover every stage of your stay at NABE SPA.
2. Before entering the SPA area and before starting the treatment, it is necessary to disinfect your hands, put on disposable gloves, mouth and nose protection - if the specifics of the treatment allow it.
3. Our employees are equipped with the necessary personal protective equipment.
4. We recommend that you book treatments by phone and e-mail. Our staff will provide you with detailed information about our work, advise you on the choice of appropriate treatments and home care.
5. We suggest the use of non-cash transactions. It is possible to pay by card or charge the room.
6. The NABE SPA reception desk coordinates your stay to ensure safety and relaxation.
7. Before starting the treatment, we will conduct an interview to determine the occurrence of disease symptoms or risk of exposure.

8. We only use disposable products for treatments.
9. We inform about the recommendation not to use a mobile phone in the SPA area; no accompanying persons are allowed in the SPA area.
10. Our SPA area consists of 9 treatment rooms, so you can be sure that we always carry out treatments in a properly prepared suite that is disinfected and aired.
11. The NABE SPA is subject to a detailed cleaning and disinfection procedure.
12. We will make sure that your stay in the SPA area is not only safe, but also guarantees relaxation and care at the highest level.
13. The services are available on terms consistent with the current guidelines of the Ministries and the Chief Sanitary Inspectorate regarding the current epidemiological situation.



## SAFE HOTEL

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## Safe Wellness

1. The number of persons present in the pool and sauna area at the same time is limited.
2. We have introduced an additional maintenance break during the day, during which we thoroughly wash and disinfect the entire area.
3. We remind you of the need to maintain social distance and the need to move around the Wellness area with your mouth and nose covered - this does not apply to swimming in the pool or sauna sessions.
4. Our lifeguards are trained in medical rescue and in the application and observance of the sanitary regime - they are at your disposal.
5. The area personnel have the required personal protective equipment.
6. Please note the need to disinfect your hands, wash your body with a washing agent and disinfect your feet before using the area.
7. NABE SPA has a steam sauna, which can be made available for individual use. For more information, please contact the NABE SPA Reception Desk.
8. The services are available on terms consistent with the current guidelines of the Ministries and the Chief Sanitary Inspectorate regarding the current epidemiological situation.



## SAFE HOTEL

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# Bezpieczne i aktywnie na siłowni

1. Our gym area is spacious and allows you to use the equipment freely.
2. The number of simultaneous users is limited. We remind you of the need to maintain social distance.
3. Please disinfect your hands with the disinfectant available at the entrance before entering.
4. Our employees have the required personal protective equipment.
5. We take care of regular disinfection of equipment; we encourage you to disinfect the equipment before/after use.
6. The number of persons at the fitness activities is limited.
7. Please use your own mat or borrow a mat specially prepared for individual use from the instructor.
8. The area is regularly disinfected and aired.
9. We encourage you to take up outdoor activities. Please contact the reception desk for more information.
10. The services are available on terms consistent with the current guidelines of the Ministries and the Chief Sanitary Inspectorate regarding the current epidemiological situation.



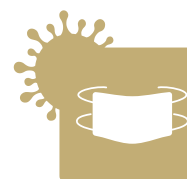


## SAFE HOTEL

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### Safe technology

1. We disinfect hot utility water through weekly overheating at 75°C. and by using chlorine dioxide.
2. Water in the pool and NABE SPA baths is additionally disinfected with UV lamps.
3. Our new procedures include more frequent cleaning and disinfection of ventilation and air conditioning systems, as well as replacement of ventilation filters.
4. We now use more efficient filters with higher density in the ventilation system.
5. Our ventilation system is based on cross-flow exchangers - the air is sucked in from the outside and does not mix with the one being replaced.
6. There is a single-pipe ventilation system in the rooms (supply of fresh air through transfer slots in the room window and exhaust through a mechanical fan in the bathroom).



## SAFE HOTEL

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### Safe workplaces

1. Hygienically clean, safe workplaces.
2. Detailed health and safety procedures implemented in each department.
3. Regular training of employees on the health and safety procedures in force.
4. Promoting self-education in the form of e-learning, individual training by an occupational health and safety specialist, practical workplace training, examinations to check staff's acquired knowledge of the sanitary regime before admission to work.
5. Equipping personnel with personal protective equipment, including gloves, masks/visors, disinfectants, ensuring their constant availability.
6. Organising workstations at a distance of at least 1.5 m, wherever possible.
7. Limiting the number of business trips, external training and face-to-face meetings.
8. Delegating some employees to remote work.
9. Daily disinfection of workstations.

10. Before the staff entrance: keeping a two-metre distance between the entering persons, obligation to disinfect hands.
  11. Organisation of breaks at work and meals in the canteen at intervals, limited number of people in amenity spaces.
  12. Distribution of information, posters, detailed instructions promoting the hygiene and sanitary regime.
  13. Quarantine of shipments, letters, parcels.
  14. Building awareness of co-responsibility - immediately placing staff with symptoms of illness on a leave.
  15. Scrupulous adherence to the overriding guidelines of, among others, the Minister of Health and Chief Sanitary Inspector, ensuring protection against the spread of infections and other infectious diseases.
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### Twelve principles of safe behavior of guests and employees of the group „Nosalowy Hotele”:

1. Wash your hands with soap and water frequently and thoroughly.
  2. If you can't wash your hands, disinfect them with hand sanitizer.
  3. Wear a nose and mouth shield in the building and wherever social distance cannot be used.
  4. Avoid shaking hands and handling during the greeting.
  5. Avoid cash payments, use payment cards.
  6. Avoid touching your eyes, nose and mouth.
  7. Regularly clean or disinfect the touch device.
  8. Regularly disinfecting your phone and do not use it while eating meals, SPA treatments.
  9. Keep a safe distance of 2 meters from the interlocutor.
  10. Follow the safety rules when sneezing or coughing.
  11. Eat healthy and remember to hydrate your body.
  12. Use reliable sources of knowledge about coronavirus.
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We believe that the above safety measures will ensure a stay in Nosalowy Hotels that is as peaceful and comfortable as possible.

## See you!

Book your stay #SafelyinNosalowy