

Safe Wawel Queen Hotel



For the safety of our Guests and employees, the Wawel Queen Hotel applies to all advice and recommendations of the World Health Organization (WHO) and local authorities. We have introduced a number of activities aimed the maximum sense of security and comfort for our Guests.

#SAFEWAWELQUEEN



Safe interiors

1. Hotel Guests, employees and, if necessary, suppliers are allowed to enter the property.
2. All Guests, employees and suppliers have an absolute obligation to disinfect their hands after entering the hotel.
3. Every 6 hours a hotel employee has their temperature measured while on duty.
4. There are no outside people in the hotel.

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Safe Reception

1. Only one Guest and one hotel member may stay at the reception desk.
2. The reception employee serves Guests in disposable gloves and a mask.
3. Places for people waiting for service are designated by employees.
4. There is a hand sanitizer at the reception desk.
5. Guests use disposable pens.
6. Guests operate payment terminals secured with foil by themselves.
7. The reception desk is disinfected after each Guest.
8. All Guests who are sick are requested to reschedule their stay.
9. We direct the booking process and relations with the Guests towards online relations.
10. After booking and the day before arrival, the Guest receives a welcome message containing a set of information related to Covid-19 countermeasures implemented at the Wavel Queen Hotel and quick check-in instructions.

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The safety of each of us

1. We encourage Guests to frequently wash and disinfect their hands.
2. We encourage you to maintain safe distances in direct contacts.
3. We encourage Guests to disinfect their hands before entering the hotel cafe.
4. The hotel staff are trained in safety in case of health or life threat.
5. On request, a package with basic protective measures (mask, gloves) is available at the reception.

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Safe rooms

1. We ventilate hotel rooms after each stay for at least half an hour.
2. Each hotel room is thoroughly cleaned, and all surfaces such as countertops, door handles, switches, controllers, sanitary facilities are disinfected after each stay. Towels, bathrobes and bedding are replaced with new ones.
3. Housekeeping employees are equipped with masks and introduces clean things such as towels, bathrobes and bedding in new gloves.
4. Rooms are ozonized on request.
5. Cleaning of the room during the stay is on the Guest's request.
6. If taking out the garbage, changing the towels or bringing the necessary things is needed, please contact the reception.
7. Cleaning of the room takes place only in the absence of the guest.
8. Our ventilation system is based on cross exchangers. The air is drawn in from the outside and does not mix with the exchanged one.

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Safe gastronomy

1. All meals are prepared in sterile conditions in accordance with the principles of HACCP and The State Sanitary Inspection by staff trained in the principles of safety and hygiene.
2. The staff work in disposable gloves and masks.

Safe hotel space

1. The public spaces are disinfected with modern, effective disinfectants every 4 hours.
2. The public spaces contain disinfectant liquids and instructions for proper hand washing.
3. Door handles, handrails in staircases and buttons in elevators are disinfected by trained staff, equipped with disposable gloves and protective masks.

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**We care, clean, check...for the sake of your health and
security**



Plan your stay at the Wavel Queen Hotel!

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