



Hotel Narvil safety policy concerning the COVID-19 pandemic

To ensure the health and safety of our guests, employees and business partners, we have introduced a new safety policy called **#bezpiecznaenklawa (#safezone)**. We have prepared procedures in line with guidelines for the operation of hotels during the COVID-19 epidemic in Poland, issued on 28.04.2020 by the Ministry of Development in consultation with the Chief Sanitary Inspectorate, Regulation of the Council of Ministers of 16.05.2020, the implemented HACCP system and WHO recommendations. We are monitoring the situation on an ongoing basis and implementing new recommendations by adapting procedures to the latest guidelines and good practices.



SAFETY OF THE LOCATION AND THE HOTEL FACILITY

1. Hotel Narvil is located within a large, closed-off area, in the vicinity of forests, on the Narew river in Serock, where no active cases of COVID-19 infection have been recorded so far.
2. The hotel area can only be accessed by hotel guests who have booked a stay at the hotel, verified before entry.
3. Cars can only be parked in a 7-storey outdoor garage. We recommend maintaining a safe distance when parking vehicles, so that every other parking space is left unoccupied.
4. The hotel's common areas undergo disinfection on an hourly basis, which includes all door handles, doors, lift buttons, handrails, sanitary devices in public toilets, light switches, etc.
5. A distance of at least 2 m between individuals must be maintained in the hotel's common areas.
6. Before new guests are accommodated in a hotel room, all flat surfaces, sanitary devices, door handles, switches, telephones, mini-bars, TV remote controls and TV sets always undergo full disinfection.
7. Supplies for individual disinfection are located in front of the main hotel entrance as well as in marked spots in common areas and along main communication routes.
8. Recreational spaces and equipment such as bicycles, Nordic walking sticks, the recreational field, bowling pins, billiards, the squash court and the tennis court with all their equipment are made available exclusively to individuals who are staying in the same room and disinfected each time according to the guidelines.
9. The ventilation and air-conditioning system in the hotel's common areas and the rooms operates in accordance with the hygiene requirements of the Chief Sanitary Inspectorate.
10. The restaurant operates in accordance with applicable legislation, in compliance with the relevant sanitary regime. This includes, for example, that the number of permitted occupants has been limited to 1 person per 4 m² (including the personnel), the minimum distance between tables and guests is 1.5 m and the tables are fully disinfected each time after the service is completed.
11. The SPA operates to a limited extent, according to the guidelines of the Ministry of Development for beauty parlours, issued in the Regulation of the Council of Ministers of 16.05.2020.



SAFETY AND COMFORT OF GUESTS DURING THEIR STAY

1. To ensure the safety of all guests, bookings are confirmed before entry into the hotel area.
2. Stands with disinfectant are located in front of the hotel entrance.
3. We have marked safe spots in front of the reception desk where guests can wait to be checked in.
4. We ensure quick check-in and check-out, during which only individuals covered by the same booking can be present at the reception desk.
5. Personal protection equipment, i.e. face masks and gloves, can be purchased at the reception desk.
6. The lift can only be used by individuals covered by the same booking at any one time.
7. We have limited the quantity of printed materials. The room cards are disinfected.
8. We recommend payment using a card or the BLIK service.
9. All our meals are prepared according to the HACCP food safety system – we have a valid TUV certificate.
10. Meals are delivered in the form of a ready-made set either by the hotel's Room Service to the room or a place in the outside area, specified by the guests.
11. We apply a flexible cancellation policy. Please see our offers for details.



SAFETY OF SERVICE

1. The personnel have been trained to apply the new safety policy.
2. Our personnel work in shifts, in fixed teams.
3. Before entering the hotel, our employees undergo a routine temperature measurement and disinfect their hands.
4. Our employees use gloves, face masks and face shields when assisting guests.
5. All deliveries to the hotel take place at the ramp, without an option for the supplier to enter the hotel.
6. The work of third-party companies is performed in accordance with the foregoing points.
7. 100% of our personnel has been trained in the new safety policy and follow the detailed procedures and instructions developed individually for each hotel department.

IMPORTANT INFORMATION IN THE EVENT OF A SUSPECTED INFECTION

Guests with a body temperature of above 37.5°C and accompanying symptoms, such as a dry cough, shortness of breath, muscle pain and general fatigue are asked to inform the reception desk of this fact and contact the nearest sanitary and epidemiological station:

District Sanitary and Epidemiological Station of the Mazowieckie Province at ul. Generała Władysława Sikorskiego 11, 05-119 Legionowo, tel.: 22 77415 76.

The procedure for a suspected coronavirus infection is available on the website of the Ministry of Health at www.gov.pl/web/koronawirus

Ensuring the hotel stays safe and comfortable for all our guests is of utmost importance to us. We have appointed an internal H&S Team that verifies procedures and updates them on an ongoing basis in line with guidelines for the operation of hotels/facilities/guesthouses during the COVID-19 epidemic in Poland, issued by the Ministry of Development in consultation with the Chief Sanitary Inspectorate, dated 28.04.2020, in addition to WHO guidelines. Should you have any questions or suggestions regarding our procedures, please contact us by email at bezpieczenstwo@hotelnarvil.pl