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HERBARIUM
HOTEL & SPA

SAFETY POLICY HERBARIUM HOTEL & SPA ****

#safeHerbarium



SAFE LOCATION

- location far from urban agglomerations (the nearest city is 20 km away) and towns, public spaces such as train and bus stations, commercial centres or shops
- the hotel is located in a tiny, picturesque village (only 162 inhabitants per 1237 ha which amounts to 1 person per 8 ha of the area)
- location in the midst of abundant and clean nature (forests, fields, meadows, by the lake) with rich landscapes:
 - 82 ha of running waters / amounts to 7% of the village area
 - 126 ha of lake waters / amounts to 10% of the village area (attractive ribbon lakes)
 - 306 ha of forest / covers 25% of the area (perfect conditions for active leisure: water sports equipment, forest cycling, walking and running trails)
- only 54 rooms on the total floor surface of ca. 5000 m² (amounts to 92 m² per one room)
- rooms are located in 3 independent buildings which allows for maintaining safe distance even with the hotel fully booked
- the hotel premises cover 6 ha of a park area, which amounts to ca. 1000 m² of green space per room



SAFE SPACE

- the entire hotel premises are fenced, with a barrier at the entrance gate
- the premises are monitored 24/7
- around the clock security makes sure to verify the identity of people on the premises
- Guests, suppliers and hotel staff are obliged to wash and then disinfect their hands when entering the hotel



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PERSONAL SAFETY

- we kindly ask our Guests to wash their hands often with soap and according to instructions available in hotel bathrooms
- we encourage our Guests to maintain a safe distance in direct interactions
- hand sanitisers are placed in public hotel bathrooms, other shared spaces, the reception area and the restaurant
- we kindly ask our Guests to disinfect their hands before entering hotel buildings and additionally, before entering the restaurant



SAFE SHARED SPACES

- hand sanitisers are placed in public spaces available to all Guests: the reception area, toilets, in front of elevators, at the entrance to the restaurant, spa, fitness room, lobby bar, and wellness zone.
- in public toilets we placed instructions for washing and disinfecting hands, correct putting on and taking off face masks and disposable gloves
- all public toilets are fitted with contactless water taps
- all surfaces in shared spaces, including hand rails, door handles, toilets, elevators and other often touched surfaces are regularly disinfected
- all shared spaces are regularly aired
- wearing face masks is obligatory in shared spaces
- the hotel uses touchless waste baskets
- the hotel regularly disinfects air handling units
- water sports equipment and road bicycles are disinfected after each use of our Guest



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SAFE INTERIORS

RECEPTION AREA

- we recommend our Guests use hand sanitiser and measure their temperature (with a contactless thermometer) on their arrival to the hotel
- hand sanitiser dispensers are available at each station of the reception desk
- at any time, 2 Guests at most are allowed at the reception desk, one at each of the stations, maintaining the safe 1.5 m distance
- Guests waiting for their turn at the reception desk may wait in especially designated areas, at a safe distance
- reception staff work in face masks/shields and disposable gloves, or use hand sanitiser each time. The reception desk is additionally protected by a Plexiglas shield
- the reception counter, room key cards and pens are disinfected after each use of the Guest
- shortened check-in - we only require our Guest's signature
- we recommend using e-payments. Payment terminals fitted with protective foil are disinfected after each use
- systematically, every hour, we disinfect the equipment around the reception
- protective masks and hand sanitiser can be purchased at the reception
- all information about available attractions and offers are displayed on the screens located in shared spaces. At a Guest's request, the offer can be sent in an electronic form via e-mail
- during the check-in, we inform our Guests about current safety procedures at the hotel and we ask them to sign a statement of acknowledgment and adherence to guidelines
- every day we air and disinfect the entire reception area



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SAFE INTERIORS

HOTEL ROOMS

- members of the housekeeping staff work in face shields/masks and disposable gloves. Each time after a room is cleaned, the cleaner disposes of the gloves and disinfects their hands. They put on a new pair of gloves and only then bring fresh linens, towels and bathrobes to the room
- after each Guest's departure, the room is aired and ozone-purified for 30 minutes
- each hotel room is deep-cleaned, and all surfaces such as counters, door handles, knx, phone, TV remote control, and bathroom are disinfected with special products
- by request, rooms may be cleaned when Guests are out – let our staff know by phone and using a special “please clean my room” sign available in the room
- technical and maintenance work in rooms is performed when the Guests are out
- for your safety, we removed the contents of mini bars in the rooms. Products can be purchased at the hotel reception

CONFERENCE ROOMS

- conference rooms are regularly aired
- hand sanitiser dispensers are located at the entrance to each room
- conference equipment – projector, flipchart, laptop, etc. – is disinfected after each conference
- tables, chairs, knx and door handles are disinfected after each conference
- conference chairs are safely spaced 1.5 m from one another



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SAFE INTERIORS

RESTAURANT AND LOBBY BAR

- we encourage our Guests to disinfect their hands before entering the restaurant and the lobby bar. Hand sanitisers are available at the entrance to the restaurant and at the lobby bar.
- we recommend that our Guests refrain from using their mobile phones in the restaurant
- the staff of the restaurant, lobby bar and kitchen work in face masks/shields and disposable gloves, or they systematically disinfect their hands
- we have reorganised the way we serve buffet meals. Buffet dishes are served to the Guests by our kitchen and restaurant staff, and room service meals will be delivered to rooms free of charge
- the restaurant was rearranged to maintain the distance of 1.5 m between each table. The number of Guests who can sit in the restaurant at one time was limited – we recommend booking a table beforehand
- we decided to forego setting tablecloths and tableware in advance. The table is set after the Guest selects their table
- tables, chairs, payment terminals, card holders, pens and trays are disinfected after each use
- public surfaces, e.g. window sills and counters, are systematically disinfected
- menus were exchanged to be safe and easy to clean, and they are disinfected after each use
- all meals are prepared and served in sterile conditions, maintaining the highest standards of quality and hygiene
- we recommend paying by card or opening a hotel tab, both in the restaurant and the lobby bar
- throughout the kitchen and back area we provide hand sanitiser dispensers, and the staff regularly wash and disinfect their hands and work stations; we also regularly disinfect the entire kitchen space
- together with our suppliers, we ensure the safety of deliveries to the kitchen. Suppliers are obliged to wash and then disinfect their hands when entering the hotel
- the restaurant is regularly aired. We also prepared a spacious terrace and tables in the garden for our Guests



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SAFE INTERIORS

WELLNESS ZONE

- we recommend social distancing
- before using the wellness zone, we recommend using hand sanitiser and washing your entire body with a body wash
- lifeguards work in face masks/shields and disposable gloves The equipment made available to guests is disinfected after each use

CHILDREN'S PLAYROOM

- for safety reasons, the children's playroom is closed and cannot be used until further notice
- ograniczyliśmy liczbę osób korzystających z sali zabaw w tym samym czasie
- przed skorzystaniem z sali zabaw zalecamy dezynfekcję rąk
- codzienna dezynfekcja zabawek i sprzętu w sali zabaw

FITNESS ROOM

- there are products for disinfecting hands and the equipment available in the fitness room
- we recommend disinfecting your hands and the equipment both before and after use
- the equipment is systematically disinfected by the hotel staff
- we recommend using disposable towels
- we limited the number of persons who can use the fitness room at the same time



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SAFE INTERIORS

HERBAL SPA ZONE

- hand sanitiser is available in the Herbal SPA reception and in each treatment room
- using hand sanitiser is required before entering the Herbal SPA and before each treatment
- Herbal SPA staff work in face shields/masks and disposable gloves, or use hand sanitiser after each treatment
- before the start of any treatment, an epidemiological interview will be conducted
- we recommend booking by phone or online
- only 1 person is allowed at the spa reception desk at one time
- after each treatment, treatment rooms, toilets, and showers are cleaned and disinfected
- door handles to treatment rooms are disinfected each time
- products and materials used for treatments are disposable
- we recommend paying by card or opening a hotel tab
- please arrive to the herbal SPA in a bathrobe available in your hotel room
- the use of mobile phones and other non-disposable items, as well as eating and drinking is not allowed in the Herbal SPA
- each treatment room and the spa reception are regularly aired
- the Herbal SPA zone is regularly disinfected and ozone-purified
- the Herbal SPA zone consists of 6 independent treatment rooms, which ensures that your treatment will always be conducted in a properly prepared, disinfected and aired space



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DILIGENT STAFF/WE PROTECT YOU BY PROTECTING OURSELVES

- the entire staff strictly adheres to the rules of working wearing face shields/masks, disposable gloves or they often use hand sanitiser. Every employee regularly disinfects items they use and maintains the hygiene and clean hands
- in each department, precise sanitary safety procedures have been introduced
- we conduct regular training in current sanitary safety procedures
- we measure body temperature of each employee upon their arrival to work. The procedure is additionally repeated during their workday. In the event of a low-grade fever and any symptoms, the employee is sent home immediately
- when an employee arrives at work, they are obliged to wash their hands with soap and disinfect them
- we provide our staff with the constant supply of personal protective equipment, including gloves, face masks/shields, and hand sanitizer
- we additionally disinfect shared employee spaces – changing rooms, kitchen, break rooms and storage rooms
- we organize work stations to maintain the 1.5 m distance wherever possible
- work breaks and canteen catering is organised in intervals and with a restricted number of employees allowed at one time in break rooms
- the number of work trips, external training and face to face meetings was limited
- we display information, posters and detailed instructions concerning and promoting the sanitary regime
- we diligently adhere to the guidelines imposed by e.g. the Minister of Health, and Chief Sanitary Inspector, ensuring the protection against the spread of infections and infectious diseases.