

Dear Guests,

Your safety and well-being are our top priority.

We do our best to ensure that you enjoy your stay at the Gem hotel regardless of the new circumstances. Thank you in advance for your understanding and cooperation.

Our staff have been trained in occupational health and safety, including COVID-19 safety protocols.

Hand sanitiser is provided at the lobby, restaurant and public areas.

All public toilets, the lift, the reception countertop, door and other handles, handrails, key cards, computer keyboards, and card terminals are disinfected on an ongoing basis.

We reduce the time spent by our guests at the reception desk to a minimum.

Please sanitise your hands, cover your nose and mouth with face masks before entering the hotel premises or other common areas, and keep a 2-metre distance from others.

The lift can only be used by one person at a time (this does not apply to people sharing the same room).

A maximum of 4 people is permitted at the lobby at any one time.

### **RECEPTION**

At check in, our guests can have their temperature taken using a non-contact thermometer.

Should a guest display any obvious signs of illness, such as persistent cough, malaise, breathing difficulties, or elevated temperature, our staff members are required not to admit such a person.

If a guest develops such signs of illness during their stay, a staff member must temporarily isolate them in a dedicated room, notify a medical dispatcher of a suspected case of COVID-19, and report the incident to the management.

A guest who experiences COVID-19 symptoms specified on the Chief Sanitary Inspectorate website ([www.gov.pl/web/gis](http://www.gov.pl/web/gis)) while staying at our hotel must immediately call the reception and remain in their room until they receive detailed instructions from our staff. Disposable face masks can be purchased at the reception.



## **CATERING**

Our catering establishments operate under a strict sanitary regime. Meals are served to our guests at the orangery, at the Bistro ODRANA, and at the hotel patio. You will be shown to your table by a member of our staff.

The tables, chairs, cruet stands, tableware, tray, etc. are disinfected every time (after each guest).

## **ROOMS**

After a guest has left or – on request – during their stay, our hotel rooms undergo ozone disinfection. We use professional cleaning and disinfecting agents only.

Routine room cleaning during your stay, changing towels or bedlinen, re-stocking mineral water and drinks in the mini-bar, and making any necessary repairs take place at your request when you are out. In order to have the service provided, please contact the reception.

Apart from standard toiletries, you will also find hand sanitiser in your en suite bathroom.

*15 June 2021*

*Gem Hotel Director*

*Małgorzata Szymankiewicz*