

GUIDELINES

ON THE OPERATION OF GRAND HOTEL BANSKO AND ITS ADJACENT SITES ACCORDING TO THE REQUIREMENTS OF THE MINISTRY OF HEALTH

1. MEASURES ON THE SAFE OPERATION OF THE HOTEL:

- Preparation of an action plan for site functioning, in accordance with the recommendations and guidelines of the national and regional public health authorities to limit coronavirus infection.
- Hygiene inspection – an initial basic and subsequent regular inspection is carried out at the site in order to be established compliance with the imposed requirements. For this purpose, a Hygiene and Disinfection Events Log is where measures and corrective actions taken (date and time used disinfectant, employee, site, etc.) shall be recorded.
- Providing a sufficient amount of face masks as for the guests so for the employees – a minimum of 150pcs protective face masks are always available.
- Availability of a sufficient number of thermometers – for guests, for employees, for gym customers.
- Information policy:
 - Each employee must be aware of his/her duties according to the site's operating plan.
 - There are information boards with key messages to guests and staff, basic hygiene practices and COVID 19 (on the reception, in front of the lifts, in the restaurant, lobby bar, spa, outdoor pool and beach, gym, hotel premises, hotel rooms, staff recreation rooms)
 - An updated list of staff contacts, important emergency telephones, a doctor's phone number serving the complex, a phone number of the regional health inspection, is available at the reception in the complex, etc.
 - The Complex Manager performs an initial instruction to the employees for compliance with sanitary and hygienic measures, as well as holds regular information meetings about the main anti-epidemic measures taken in the country.
 - The hygiene of the site and compliance with the rules of physical distance are controlled by the Manager.

2. ENSURING EMPLOYEES/STAFF SAFETY:

- Work shifts begin with a health check of all employees, including a measurement of body temperature, as well as the presence of flu-like symptoms.
- Each employee is obliged, immediately after arriving at his workplace, to wash his hands with soap and water.
- Each employee is required to wear a protective face mask and/or protective helmet, if possible protective gloves (depending on the job specifics). Wearing protective gloves is mandatory for all employees of the Food and Drink Department.
- Each employee is obliged to observe a safe distance from the interlocutor and his colleagues (minimum 1.5m).
- Each employee is obliged to wash his/her hands regularly and thoroughly with soap and water according to the instructions, as well as to disinfect his/her hands with a disinfectant. Disinfection is recommended when washing hands is not possible. It is the touches of the face with hands, especially the lips, nose and eyes recommended to be minimized.
- Each employee is obliged to keep their workplace clean and sanitized all the time, as well as to disinfect all contact surfaces. Each employee is obliged regularly (several times a day) to clean the common areas where the guests have contacts (e.g. door handles, handrails, countertops, backrests of chairs, tables, buttons on lifts, etc.)
- The use of the room for rest and meals of the staff is carried out on a schedule prepared by the Complex Manager.
- All daily meetings and trainings shall be carried out on a predetermined schedule, in accordance with the requirements of the Ministry of Health and subject to the required distance between the employees.
- The use of the common rest premises by the employees is carried out on a schedule prepared and approved by the Manager.

3. ENSURING THE GUEST SAFETY IN THE COMPLEX:

- Regulation and control of the flow of guests upon arrival – the flow of guests is regulated and controlled by the employees of the Reception and Accommodation Department. The presence of several groups of guests at reception at the same time is not allowed. No more than 2 guests or more only if they are members of one family shall be accommodated at the same time. In the presence of other guests, employees should keep the observance of a physical distance of at least 1,5 m and shall use dividers where possible.
- It is recommended to limit the stay of the reception to a minimum.

- In a visible place next to the entrance and hotel reception should be placed signs for compliance with the guidelines on prevention of COVID 19 – wearing protective masks, observing a physical distance of at least 1.5 m, etc.
- There must be placed a dispenser with hand sanitizer, accessible to guests and employees in the premises of the complex on a visible place next to the entrance and reception. Such disinfectants are placed at the entrance of the Restaurant in the hotel, next to the lift facilities, in the gym, in the spa and in the pool area, at the entrance to the beach and the area around the outdoor pool.
- Before registering at the Reception, each guest's body temperature shall be measured.
- Upon check-in at the hotel, each guest is obliged to fill out a Declaration on a form provided to them by the hotel, which includes information on his health, recent trips, recent illnesses, etc. Based on this information, the hotel could refuse accommodation to the respective tourist if it will endanger the health of the other tourists.
- Wearing protective masks in the public areas of the hotel is mandatory
- Wearing protective masks and gloves to guests when they go to the buffet is mandatory.
- It is recommended that contactless cards for payments be used when settling the hotel bills
- The accommodation of guests from certain countries is limited, and foreign tourists are required to provide information on which border crossing point they have entered the country, as well as whether the deadline for compulsory quarantine is observed upon entry into the country.

4. RECEPTION:

➤ Information and communication:

- Receptionists shall be sufficiently informed on COVID 19, so that they can carry out their duties safely and professionally in order to prevent its possible spread to the hotel.
- Receptionists are obliged to inform all guests and potential guests on the procedures and policies of the site for security and safety and as well as all preventive measures.
- Receptionists shall be acquainted with the hotel's employment policy and observe compliance with the rules for the protection of guests' personal data.

- There is a prepared and placed a list of the necessary telephone numbers of the regional health authorities in an accessible place at the reception desk, the medical institution with which the complex has a contract for servicing, the emergency centres, pharmacies, etc.
- There is a necessary equipment at reception:
The reception shall be equipped with a prevention set that includes the following items:
 - Disinfectant and/or surface cleaning wipes
 - Hand sanitizer
 - Protective face masks – sufficient quantity for guests and employees
 - Disposable gloves
 - Waste bin with cover

5. LOBBY AREA:

- Seating area – there shall be separate seating areas which must be at least 1,5 m apart.
- Physical distance – the guest to keep a distance while waiting to register or leave.
- Lifts for guests – their use is limited to a minimum number of individuals.
- Regulating many people congregation in the lobby, especially at peak arrival and departure times, temporary sign-booking and appropriate organization.

6. GUEST ROOMS/MAID'S PREMISES/HOUSEHOLD:

- Cleaning and disinfection:
 - Special attention is paid to disinfecting contact surfaces that are often touched – door handles, lift buttons, railings, contact keys, door knobs, backrests of chairs and flat surfaces, including countertops in work premises and dining rooms, etc. Doors and windows should, if possible, be left opened for longer during the day.
 - Observance of the necessary distance between the staff and the guests – minimum 2 m.
 - Ongoing disinfection at least once an hour shall be carried out in WC, elevators, reception /after each guest/, door handles, handrails, keyboards and other frequently touched surfaces.
 - Cleaning and disinfecting products shall be accurately dosed according to the instructions for use.
 - After each guest, the room and all contact surfaces (including the backrests of chairs), equipment /remote controls/ and bathroom shall be routinely cleaned and disinfected as well the room shall be thoroughly ventilated.
 - Maids are required to wear and use a disposable mask and gloves.

- Collection, temporary storage, handling of the used bed linen and towels and, accordingly, the receipt and storage of the clean one shall be carried out in strict compliance with the regulatory requirements and recommendations of the health authorities.
- All common areas within specified time intervals shall be systematically ventilated, whenever it is possible.
- Monitoring for ill guests – employees should inform the management or reception in case of probability of individuals with acute respiratory diseases.

7. DINING AND ENTERTAINMENT ESTABLISHMENTS:

- The Guidelines prepared by the Bulgarian Food Safety Agency and agreed with the Minister of Health shall be strictly followed.
- Training and information campaign on the requirements of the health authorities on the staff serving the establishments on the territory of the hotel shall be carried out.
- Information and communication:
 - Guests of the hotel facilities shall be serviced according to the provisions of the Ministry of Health.
 - Additional precautions for guests – promoting hand washing before meals and use of disinfectants at the entrance to the restaurant.
 - Strict adherence to hygiene measures by the staff.
 - One-way flow with a distance of 1.5 – 2 m to be ensured.
- Hygiene and cleanliness:
 - Ongoing disinfection shall be carried out in all working areas in the restaurant /buffets, open areas, kitchens/.
 - Items that are often touched – tables, chairs, porcelain, cutlery and spices shall be cleaned and disinfected especially thoroughly.
 - Coffee, water, beverage vending machines, etc., and their parts in contact with guests' hands shall be disinfected and cleaned after each use.
- Having meals:
 - The tables on the territory of the hotel are placed at a distance of 1.5 m
 - Meals buffet shall be carried out by served with food by employees equipped with a mask and gloves only. Self – servicing is allowed for guests fitted with a mask and disposable gloves only.
 - No more than 4 people or members of a family shall be allowed on one table

8. SITE PROCEDURE FOR SUSPECTED CORONAVIRUS INFECTION IN EMPLOYEE/STAFF:

- Employees are obliged to be at work in a good health. An employee with symptoms such as fever, cough, difficulty breathing, sore throat, runny nose, tiredness, muscle aches, etc. shall not come to work, shall stay at home and contact the GP by phone.
- In case of symptoms suggesting a coronavirus infection in an employee performing his tasks at work, he should be immediately removed from work, isolated and, depending on his/her condition, sent back home by individual transport or a team of the Centre for Emergency Medical Care shall be called for. The employee shall wait for transport in a particular room, where it is possible to be temporarily quarantined from other people.
- The area where the employee visited should be identified immediately and cleaning and disinfection shall be carried out.
- The prescriptions and recommendations of the state health control bodies shall be strictly observed.

9. PROCEDURE IN CASE OF SUSPECTED CORONAVIRUS INFECTION IN A GUEST AT THE SITE:

- In case of clear symptoms of disease such as persistent cough, malaise, difficulty in breathing, fever, sore throat, runny nose, tiredness, muscle aches, etc. the guest is isolated and the management and the doctor serving the hotel shall be immediately informed. .
- The tourist is promptly supplied with a mask, isolated from the other tourists in the pre-appointed room for the quarantine of guests, and in case it is not quarantined, the instructions of the health authorities shall be strictly followed.
- One person of the staff shall be appointed to take care of him/her until the arrival of health workers.
- The appointed staff member shall use personal protective equipment; follow the procedures for hygiene and disinfection of the hands and the requirements for physical distance.
- After isolating/transporting the guest, the places where he was are cleaned and disinfected thoroughly.

10. SUPPLIERS OF GOODS AND SERVICES ON THE SITE:

- During the delivery of goods and services, drivers supplying goods and services are asked to wear personal protective equipment while carrying out the delivery. Before entering a specific area, the temperature of the external staff individuals shall be measured at the site.
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