

Measures to prevent the spread of Covid-19

Dear partners,

We would like to inform you that all hotels managed by “Intenso” and “ Intenso 2012” will operate in accordance with all requirements set by the World Health Organization/ WHO and the Ministry of Tourism for the operation of accommodation and restaurants in order to prevent infection with Covid-19 in Bulgaria, which are coordinated with the Ministry of Health and the requirements of the Bulgarian Food Safety Agency / the information below is in accordance with the requirements as of May 29, 2020 /. A general rulebook with procedures has been developed, which will be applied as per each hotel’s specifics.

Please find below resume for our partners, as well an information for guests’ expectation:

I. F&B

1. Restaurants and bars

- Disinfectant dispensers placed at the entrance of the restaurant;
- Disinfectant dispensers placed in each toilet;
- Organization of one-way flow (one entrance and one exit);
- Disinfection of all surfaces (floors, doors, countertops, door handles, etc.) repeatedly on daily basis;
- Disinfection of tables and chairs after each client;
- Reorganization of the tables to ensure maximum distance;
- Guests showing symptoms of COVID-19 will not be allowed in the restaurants;
- Control of the number of guests around the buffet;
- Introduction of a rotary regime for all hotel guests (in shifts). Each group will have 45 minutes to have breakfast/lunch/dinner and to leave the restaurant, after which it will be a 15-minute break for disinfection.

2. Kitchen

- Sterilization of dishes and cutlery;
- Protective partitions placed at the buffet;
- The staff behind each buffet will serve the food upon guest's request;
- Disinfection of all surfaces (floors, doors, desks, door handles, etc.) repeatedly on daily basis.

II. Accommodation

- Disinfection of all surfaces (floors, doors, desks, door handles, etc.) repeatedly on daily basis;
- Cleaning of rooms on request;
- Washing linen and towels with a certified detergent at high temperature;
- Ironing and sterilization of linen;
- Ventilation of common areas daily;
- Daily disinfection of common areas;
- Complete cleaning and disinfection of the rooms after check out.

III. Reception

- Guests temperature check upon entering the hotel;
- Refusal to accommodate guests showing symptoms of COVID-19;
- Giving information to the guests about the measures taken for protection by COVID-19 on the territory of the whole hotel;
- Separate room / rooms for isolation of guests with suspected infection or established symptoms of COVID-19;
- Check-in time will be prolonged until 16:00 o'clock
- Check-out time will be prolonged until 11:00 o'clock

- Control of the number of guests at the reception desk;
- Organization of one-way flow (one entrance and one exit);
- Check in/ check out at time is allowed for maximum two persons or one family. The other guests will wait keeping distance.
- Disinfectant dispensers placed at the reception;
- Disinfectant dispensers placed in each toilet;
- Disinfection of all surfaces (floors, doors, desks, door handles, etc.) repeatedly on daily basis;
- Placing signs for safe distance between guests;
- Advising guests to make all payments by bank card.

IV. Swimming pool

- Arrangement of sunbeds and umbrellas respecting the required distance;
- Disinfection of sunbeds and seating areas after each guest;
- Disinfection of the area around the pool.

V. Animation

- Animation team works with protective equipment;
- All indoor activities for adults and children are not allowed;
- All activities will take place in the open garden areas of the hotel in order to avoid crowding, participants will be divided into smaller groups in different places;
- All evening programs will be held outdoors.

IV. Staff

- Upon entering the complex - information about the health status of family members and persons with whom they have been in direct contact;



- Instructions of the employees about the travel to their working places
- Training on the specific new additional requirements for work in accordance with the new conditions for prevention of COVID-19;
- Work with gloves;
- Wash the uniform after each shift;
- Disinfection of the uniform after washing;
- Disinfection of all surfaces in the staff rooms (floors, doors, desks, door handles, etc.) repeatedly on daily basis;
- Disinfectant dispensers placed in each toilet;
- Restriction of contacts between staff in the complex;
- Access of suppliers, employees and external companies, partners will occur in a certain order, allowed after temperature check, obligatory use of masks, gloves and / or safety helmets.