**Our hotel's measures to prevent the spread of COVID-19**

Dear valued guests,

The *health and safety* of our guests and employees is paramount at our hotel, and we make every effort to ensure it.

We have implemented the following heightened *safety and hygiene* to prevent the spread of COVID-19 while ensuring your optimum comfort.

We apologize for any inconvenience these new protocols may cause and kindly ask for your understanding and cooperation during these difficult times for all of us.

**Measures implemented by our hotel**

* All employees wear masks when serving guests. Some employees may also wear face guards, protective glasses, or sanitary gloves.
* Measures to prevent spillages at the front desk and cashiers have been implemented.
* Whenever possible, we ask for electronic payment. In addition, cash trays are used to accept cash and credit cards.
* Regular ventilation has been implemented.
* Enhanced sanitization and cleaning procedures are in place throughout the hotel. Alcohol disinfection of elevator touchpoints, restrooms and other public spaces takes place numerous times a day.
* All operating facilities (restaurants, shops, etc.) are equipped with hand sanitizers for guests.
* Couches, tables, etc., have been laid out to maintain social distancing.
* Elevators may be restricted to a certain number of users.
* Admission to the public baths may be restricted when crowded.

Some shared amenities, hairdryers and chairs have been removed

to avoid congestion and prevent infection.

* Daily measurement of body temperature and health status is conducted on all employees. If a person has a fever or is not feeling well, they are asked to stay home. All employees wear masks when commuting to and from work, wash their hands frequently, gargle and disinfect their hands with alcohol.