

Please read through the following Covid-19 etiquette in place at The H Boutique Hotel :-

In response to the COVID-19 pandemic, we would like to introduce a security protocol in The H Boutique Hotel, providing you and our employees with conditions for both comfortable and safe stay and work. Our code of good practices is based on three principles - Safe guest, Safe stay, Safe employee. The code follows the current regulations issued by the Government. At the same time, we would also like to inform you that all detergents and materials used for disinfection have the necessary anti-virus and bactericidal certificates.

We will continue to monitor the health of our team and our guests. Any team member with symptoms or someone in their household who has symptoms will self-isolate in line with PHE guidelines. All our booking channels and areas in the hotel will follow the same actions, with each hotel reserving the right to ask a guest to leave if a guest is showing signs and symptoms of COVID-19 for the security and protection of its guests and team members. As Government guidelines continue to change and develop, we will review, refresh and update our H&S Guidelines within this document accordingly.

RECEPTION & CHECK-IN PROCEDURE

Check-in takes place individually, with the number of people limited to two from one booking, with the maximum reduction of procedures.

Safe distances have been set for guests waiting in queue for reception. The maximum number of guests staying in the hotel lobby is limited to 4 people.

The check-in procedure includes mandatory health declaration and temperature checks are taken at the hotel entrance and periodically through the stay. Failure to express the statement may result in the inability to provide the hotel service.

Guests will be asked to make CARD PAYMENTS ONLY- PDQ machines will be wiped down with a disinfectant wipe after each guest use

The registration procedure takes place through a protective screen.

The reception area and hotel lobby are disinfected at least once an hour and regularly ventilated.

Hand sanitiser, gloves and disposable pens are available at the reception.

The reception desk, payment terminals and room keys are disinfected on a regular basis and must be disinfected after each check-in.

ROOMS

All non-essential items, including some decorative and information items have been removed from rooms.

Replenishment of towels & linen are available upon request to ensure no-one enters the room unless requested.

Housekeeping will be available on request only and housekeeping staff will not enter rooms whilst guests are present. If you require your own cleaning products please ask reception. The bedrooms will be cleaned with an electrostatic sprayer before arrival.

Breakfast must be pre booked with an allocated time slot and menu choice. Reception will contact you when the breakfast is ready to be delivered to the room and will be left outside the room door to minimise contact.

PUBLIC SPACES

Door handles, handrails, light switches, doors leading to the corridors and staircases are disinfected several times a day.

The corridors and hotel lobby are ventilated several times a day

Regular disinfection of the hotel elevator takes place, at least once an hour, with the introduction of a limit on the number of people using it at the same time to maximum of one household.

Leaflets, magazines and publications will no longer be available in public areas for all guests to use. Instead, these items will be kept behind reception and can be provided on request for guests to keep as their personal copy.

Again, hand sanitiser is available at reception.

EMPLOYEES

All employees are regularly trained in compliance with safety standards and procedures in accordance with the requirements of WHO, IGHP and the Ministry of Development.

Upon arrival at work, each employee will undergo a well-being check-up, in case of negative symptoms shown the employee will not be allowed to work.

Each employee performs their duties in disposable gloves and, in accordance with the requirements, in a mask or protective helmet, in parts of the facility where direct contact with the guest takes place.

Employees have access to disinfectants –liquids, wet wipes and personal protective equipment.

A rotary work system is introduced in all departments.

Common rooms for employees - toilets and facilities are disinfected regularly, using all safety standards.