



Your safe stay at the Artus Resort

Safety and hygiene rules



ARTUS RESORT

Dear Guests,
due to the current epidemic situation in Poland, we have now introduced new hygiene and safety measures. Please make yourselves acquainted with them and abide by their provisions absolutely.

reception

- Only one Guest at a time may stay at the reception stand.
- The receptionists keep the safe distance of 1,5 m from each other.
- Every 2 metres, special zones for the Guests waiting for the check-in have been marked out.
- The check-in process has been reduced to a minimum, however, the quality of service always remains intact.
- The receptionists wear face masks or visors as well as disposable gloves.
- In the hotel lobby, there are disinfectant liquids provided for the Guests constantly.
- Please disinfect your hands before the check-in.
- The top of the reception desk, the telephones, payment terminals and other universally available high-touch surfaces are regularly disinfected by the hotel staff.
- Non-resident visitors are strictly prohibited from staying in the hotel rooms or suites.
- Cash-free payments are recommended.
- Key cards are regularly disinfected.
- The hotel lobby is aired and disinfected.

rooms

- After each check-out, the vacant hotel room or suite is disinfected.
- After each check-out, the vacant hotel room or suite is aired for at least 15 minutes.
- Every hotel room or suite is carefully cleaned, and all the high-touch surfaces, such as e.g. desk top, door handles, light switches, telephone, remote control and kitchenette equipment (fridge, tableware, cutlery, pots, pans), are disinfected by our staff with special disinfectant liquids.
- Hand sanitisers are provided in every room or suite.
- When cleaning the rooms, the hotel maids wear face masks and disposable gloves, new ones for every subsequent room or suite.
- For the sake of your safety, all the redundant items, decorations and hotel leaflets have been removed from the rooms and suites.
- Due to safety reasons and in accordance with the guidelines given by the Ministry of Health, during your stay, the hotel rooms are cleaned on request and at extra cost, only in the Guest's absence. Bath towels are changed on request. The contact between the Guests and the housekeeping staff is reduced to a minimum.

Universally available spaces

- ◆ There are disinfectant liquid dispensers provided in all the universally available spaces, including the hotel lobby and the hall near the lifts.
- ◆ All the universally available spaces are regularly aired and disinfected.
- ◆ In the toilet rooms, there are disinfectant liquid dispensers provided.
- ◆ There are special hand washing instructions available in all the toilet rooms.
- ◆ All throughout the universally available spaces, wearing face masks is obligatory.
- ◆ The lifts and toilets as well as handrails in all the shared parts of the hotel are disinfected with particular care.

restaurant

Depending on the regulations issued by the Ministry of Development and the Ministry of Health, the opening of our hotel will proceed gradually. All the measures taken shall be coherent with the recommendations of the sanitary-epidemiological station / WHO / Ministry of Development / in accordance with the HACCP system and the internal regulations developed by the facility.

In the buffet zone, please use face masks and disposable gloves.

staff

- ◆ All the employees strictly observe the safety rules, i.e. wear face masks, disposable gloves and protective clothing. Our staff members regularly disinfect their tools as well as take care of hygiene and cleanness of their hands.
- ◆ Our employees have been properly trained on the safety measures recommended by the Chief Sanitary Inspectorate and the WHO.
- ◆ When entering the facility, each and every employee has their body temperature taken. In case of an elevated body temperature and any other symptoms of illness, such an employee is sent back home immediately.
- ◆ All throughout the shared spaces, our employees are provided with unlimited access to hand sanitisers.
- ◆ All the shared spaces, i.e. changing rooms, kitchen, breakrooms and storerooms, are additionally disinfected.
- ◆ Where possible, employees keep the safe distance of 2 metres from each other.

The new reality forces us to operate under new rules. Yet, we promise to do our utmost and make your stay here both enjoyable and (first of all) safe.

