



## **COVID-19 Handbook**

UD Hotels Ltd. considers calm and safe environment as one of its main priorities, so it is really important for us to ensure the well-being of our guests and employees. In the last two years it has become even more significant. For this reason, we prepared a plan that helps us to achieve these goals in the current circumstances.

- Our first and most important task was to provide comprehensive training and risk analysis training for our employees. Thus, they are aware of the possible spread of the virus, the most important things to do when detecting symptoms, and the increased hygiene rules.
- In our building, we placed virucid hand sanitizers in several places accessible to our guests and our employees as well.
- We provided masks and gloves for our employees in contact with the Guest.
- Virucid disinfection of the frequently touched surfaces of public spaces is carried out at least three times a day. The same is true in the background of the spaces used by employees.
- We also pay special attention to the cleanliness of the guest rooms. Our cleaning ladies were properly informed about the control of the virus and the use of appropriate disinfection methods and disinfectants.
- Throughout the Hotel, we use certified antiviral disinfectants that are safe for people and surfaces.
- At the reception and in the lobby we provided the possibility of keeping a distance of 1.5 m.
- A plexiglass wall has been installed on the reception desk, which further reduces the contact surface between our guests and our employees.
- As we pay close attention to the cleanliness of the facility, we provide a sufficient amount of antiviral hand sanitizers, as well as surface disinfectants and cleaning products with a virucid effect.
- We ensure contactless check-in options. If the Guest provides his or her e-mail address when booking the accommodation, he or she will receive our registration form virtually the day before arrival.

Our employees are continuously monitored to ensure compliance with hygiene standards.

The above information is valid until it is withdrawn and will be updated continuously for accuracy.