



Safety, prevention and control measures against COVID-19

Responsibility, quality, care for people and innovation are the fundamental values of the PRIVO Hotel.

We constantly follow the information of the Romanian Strategic Communication Group, the Romanian Ministry of Health and the declarations of the World Health Organization (WHO) on Corona Virus (COVID-19) and we take their recommendations into consideration, as well as the updated legislation.

Because we value the relationship with our guests and partners, as well as the well-being of the PRIVO team, we have implemented measures to manage the hygienic risk, as well as a series of additional measures to prevent and manage the epidemiological situation with COVID-19 virus, measures that will be permanently adapted, depending on the medical evolution, and the legal stipulations.

We will continue to update this page with the latest travel safety information.

<http://www.ms.ro/coronavirus-covid-19/>

INFORMATION FOR GUESTS

Throughout the process of monitoring our guests, we respect the regulations regarding the protection of personal data and the right to privacy and confidentiality.

Please note the following when booking:

1. Avoid traveling if you have symptoms specific to COVID-19 infection.

2. Inside the hotel:

- It is mandatory to wear a protective mask in closed public spaces. Consult and observe the informative displays inside the hotel, regarding the sanitary safety measures.
- Dispensers and carpets with disinfectant solutions have been placed in the hotel! Please use them both at the entrance and at the exit of each space.
- Please respect the physical distance from the hotel staff and other guests, as well as the markings related to it.
- As long as the law requires it, your temperature will be measured with authorized equipment at check-in.



- When filling in the documents required for the check-in procedure, please keep a distance of at least 2 m from the receptionist and the other guests at the reception.
- At check-out, please leave the access cards in the specially designed container.
- The elevators will be used only if it is strictly necessary and only by a maximum of two people at a time, who will wear protective masks. It is recommended that the two persons should be members of the same family, according to MO 406 / 16.05.2020.
- We recommend online payment or by bank transfer for services ordered in advance and payment by credit card at the hotel reception.
- If you have any respiratory symptoms during your stay, please call the hotel reception and stay in your room until you are consulted by a doctor - the hotel management will take care of this immediately and offer recommendations for basic hygiene, if needed.
- The hotel staff will constantly promote among the guests the measures of physical distance, mask wearing, cleaning hands and respiratory hygiene.

3. For clarity of measures, please see the following information:

- Physical distance involves refraining from hugging, kissing or shaking hands in interactions with other people. This means keeping a distance of at least 1 m and avoiding anyone coughing or sneezing.
- Hand hygiene means washing hands regularly and rigorously with soap and water and disinfection with an alcohol-based hand sanitizer; it is recommended to disinfect the hands after any exchange of objects (money, credit cards) with other people.
- Avoid touching the eyes, nose and mouth with unhygienic hands.
- Respiratory hygiene means covering the mouth and nose with the bend of the elbow or with a napkin, in case of coughing or sneezing; the used napkin must be immediately thrown in a trash can with a lid.



Measures implemented within the hotel:

IN PUBLIC SPACES:

- We placed dispensers and carpets with disinfectant, as well as indicators to encourage physical distance.
- Hotel staff is equipped with protective equipment (mask, gloves, disinfectant, thermometer etc.).
- Hotel staff was specially trained on how to disinfect all spaces in the hotel, as well as the points intensely used by guests (POS, railings, door handles, elevator buttons, switches etc.).
- Substances used for disinfection comply with legal regulations.
- Access to the PRIVO Restaurant, Wellness SPA and conference rooms has been restricted in order to respect the legal requirements and to limit the guests' movements inside the hotel.

IN THE ROOMS:

- Breakfast, lunch and dinner will be provided as room service according to the options available and presented in the list in your room.
- The procedure for cleaning and disinfecting hotel rooms, after each guest, were modified: the released rooms will re-enter in the accommodation circuit only after at least 48 hours, during which sanitation and disinfection procedures are performed according to the latest enforced rules.
- The cleanliness checklist has been revised to comply with the recommendations of the US Centers for Disease Control and Prevention for the Prevention of COVID-19, which has doubled the cleaning and disinfection time of a room.
- Hotel staff will wear full uniform and appropriate protective equipment throughout cleaning operations.
- The cleaning and disinfection of the rooms (including the bathrooms) are done with dedicated professional products, according to the protocols established by the Ecolab supplier.
- The cleaning procedure in the hotel rooms has been updated and the elements with risk of contamination and /or difficult to disinfect have been removed from the rooms.
- All information and advertising materials from the rooms were withdrawn, and the strictly necessary information was synthesized in a format that allows sanitation.



- To avoid contamination, tea and coffee facilities have been removed from the rooms for safety reasons, and glass cups have been replaced with disposable glasses.
- The TV remote control is folded and sealed for easy sanitation after the stay of each guest.
- Laundry service is currently unavailable to guests - therefore the laundry bag and price list have been withdrawn from the rooms.
- The cleaning service during a guest's stay was limited, so in the absence of the guest, the maid will enter only to dispose of garbage.
- Linen and towels will not be changed during the stay, only at the request of the guest, and the cleaning staff will do this without touching the guest's objects or other surfaces in the room.
- The pillows and the protective cover are washed after each guest.
- The linen, the towels and bathrobes in the rooms are washed at high temperature and ironed. Professional detergents and disinfectants will be used according to the protocol established by the Ecolab supplier.
- All surfaces in the rooms are cleaned, wiped and disinfected with dedicated professional products. Cloths and cleaning cloths are changed after the cleaning of the room. They are collected in a special container for cleaning and disinfection. At the end of the day they are put in a chlorine solution, then washed and dried in a dryer at 70 degrees.
- In the process of disinfecting the room, special attention is paid to handles, switches, sockets, telephone buttons, remote control, safe, accessible lighting fixtures (lamps etc.), all flat surfaces and information materials in the room.
- Bathrooms are cleaned and disinfected with dedicated professional products, according to the updated cleaning checklist.
- All unused equipment during the stay (individual cosmetics, slippers, bathrobe) will be collected after check-out.
- The procedure for tightening linen and towels has been modified to avoid shaking them. Linen and towels in each room are stored in separate bags. The bags are only opened in the laundry, when they are put in the washing machines.
- Laundry employees will handle the bags only by wearing gloves and protective mask.
- Washing is done at a minimum of 60 degrees.
- There is a clear separation of the bag storage area with dirty linen and towels from the area with washed linen and towels.
- The drying process (60-70 degrees) and ironing will complete the disinfection.
- The bags resulting from emptying the linen and towels, together with the gloves used, will be taken to the specially marked dumpsters.



- Dumpsters for protective equipment and linen bags are disinfected after garbage collection by specialized companies.
- The cleaning staff cart and all utensils used will be disinfected at the end of the working hours.
- Filters from air conditioners are cleaned frequently, according to the new program established by the hotel's technical department.

IN RESTAURANT AND KITCHEN

- Currently, there is no evidence that people can contract the SARS-COV2 virus from food and food packaging, but space disinfection measures have been reviewed and applied according to current regulations.
- The Food Safety Management System has been updated and follow the rules that include good practice of hygiene, cleaning and sanitation practices, zoning of processing spaces, supplier control, storage, distribution and transportation, personnel hygiene and work capacity assessment, and all the basic conditions and activities necessary to maintain a hygienic environment for food processing.
- Room service procedures have been modified to comply with the new hygiene and safety rules.
- Breakfast, lunch and dinner will be provided as room service according to the options available and presented in the list in your room, and the number of employees who come into contact with the dishes served to guests has been limited.
- All raw materials are purchased from accredited suppliers, who present certificates of conformity.
- Goods reception procedures have been modified and updated: suppliers and employees receiving goods use protective equipment, and packaging is disinfected by spraying with disinfectant solution before moving to storage.
- Non-food products and foods that do not require heat are stored in a buffer zone for 24 hours. Fresh food is unpacked in a separate area, then washed and stored in specific spaces.
- Technical maintenance services have been intensified: disinfection of water, respectively checking the potability of water, monitoring of dishwashing equipment, condition of air filters, optimal operation of devices with disinfectant.
- Working procedures have been updated and the frequency of hand washing and disinfection in all work processes has been intensified for food processing.
- There are disinfectant mats at the entrance of all production spaces.
- The work equipment is disinfected daily, at temperatures of 60-90 degrees.



MEASURES FOR EMPLOYEES

- PRIVO team is trained to rigorously enforce the rules on combating the spread of SARS-COV2 virus. Staff are informed in detail about essential preparedness and prevention measures. Operating instructions are constantly being improved.
- We work together with Ecolab company, which provides information and infection prevention programs for the spread of the virus, by participating in online trainings that include best operational practices, training and resources.
- Access to the hotel for employees is made through the areas intended for this purpose, fulfilling the control procedure for this period: temperature measurement and completion of the related form, disinfection of hands and outdoor footwear.
- Hand sanitizer is available to all of our staff.
- Hotel staff are properly equipped with standard uniform, gloves, face mask and visor (if required).
- Internal working procedures have been updated and we have increased the frequency of hand washing and disinfection of spaces and utensils during work processes (both in the kitchen, serving, cleaning and reception).
- Special attention is paid to the disinfection of handles, railings, switches, etc. in auxiliary areas for employees, including changing rooms.
- Internal flows have been streamlined to limit travel on the premises and minimize contacts with colleagues, keeping physical distance.
- We significantly restrict / limit the physical contact between PRIVO employees and guests.
- Daily cleaning and disinfection of work equipment is performed at temperatures of 60 - 90 degrees, depending on the material.

The used protective equipment is disposed of in accordance with the collection rules in special containers, then in special dumpsters. These containers and dumpsters are washed and disinfected after collection by the specialist company.

If within the hotel, among the staff or guests, a COVID-19 case is confirmed, the hotel management will contact the Public Health Directorate to conduct the epidemiological investigation and establish the necessary measures according to MO 406 / 16.05.2020..