



Maintaining high hygiene standards and cleanliness have always been a top priority for Metropolitan Hotel Sofia. We have won the trust of our guests so that they can feel safe and secure during their stay. We will continue to follow the highest hygiene standards, not just follow the recommendations of the WHO and the authorities, as this is the minimum. Of course, social distance and disinfection will be closely monitored.

1. Common areas - increased cleaning, every 1 hour, of surfaces frequently touched by clients and team members (all handles, door locks, railings, panel with buttons etc. will be disinfected). Regular disinfection of credit card terminals used both by guests and staff after check-in/check-out of every guest.
Physical distancing (of 1,5 to 2 m.) in the common areas are required – markers are placed to provide distance.
Information leaflets and signs are placed to provide guidelines.
Elevators have signs to maintain physical distance.
2. Guests - disinfection supplies for all guests - dispensers with disinfectant are placed at the Reception, Restaurant, Bar and gym.
We have prepared a declaration for all upcoming guests at Metropolitan Hotel Sofia. They should declare that are aware of the current epidemic situation in Bulgaria caused by the spread of Coronavirus (COVID-19).
Appropriate checks on arrival for guests – in the event of a situation that a guest is suspected of flu-like symptoms, temperature checks for guests will be done.

What we ask our guests to do, for everyone's safety:

- ✓ Wash their hands frequently or use our hand sanitizer dispensers.
 - ✓ Maintain physical distancing.
 - ✓ Avoid handshakes and hugs.
 - ✓ Avoid touching their faces, mouths and noses.
3. Rooms - following a guideline, our housekeeping department will be treating with sanitizer the below mentioned surfaces in the rooms:
 - ✓ All handles;
 - ✓ TV remote control – single use foiled for extra safety;
 - ✓ Telephone handle;
 - ✓ Electricity switches and plugs; AC controller;
 - ✓ All water faucets;
 - ✓ Hairdryer and cosmetic mirror;
 - ✓ Safety box and hangers;
 - ✓ Desktop surface;
 - ✓ Service directory menu.

Once a client's stay is over, **we will leave the room unoccupied for 24 hours**. After departure of guests, rooms will be held for 24 hours before given for accommodation to another guest.

4. Reception - **installation of a protective glass** in the hotel reception area and floor markings to ensure that distances are maintained.

Keys for guests will be separated in two - Key box is placed on the Reception. All of the keys from check-out will be placed inside the box, after which will be disinfected and carefully sanitized.

We recommend payment with credit/debit cards – without cash payments. Advance payments by bank transfer or payment by VCC is endorsed.

A box with disposable gloves will be placed at the Reception and Restaurant - in case a guest does not want to touch the common objects (locks, elevator buttons, chemicals, key cards).

Masks are required in all public areas. There will be masks available for guests.

Reception desk employees are well informed about the situation and travel restrictions and provide information to guests to facilitate their trip.

5. Staff - wearing masks by all members of our team.

Appropriate checks on arrival for employees – in the event of a situation that an employee is suspected of flu-like symptoms, temperature checks for employees will be done.

Updated instructions and procedures for all team members: general hygiene standards and instructions on hand disinfection.

6. Food & beverage - **breakfast** will be, at first, exclusively offered in the rooms without any additional charge for room service. Breakfast will be served also at the restaurant upon a pre-selected menu.

Tables are arranged to provide physical distance.

All measures from the local authorities are implemented.

The Protective equipment consists of garments placed to protect the health care workers or any other persons to get infected.

7. Procedures for action in case of a possible COVID-19 infection in the hotel:

In case an **employee** has flu-like symptoms, he/she will be isolated in the pre-defined quarantine room and sent home with a private vehicle or an ambulance will be required to transport him/her to a hospital. The quarantine room will then be disinfected. All respective authorities will be informed.

In case a **guest** has flu-like symptoms, he/she will be isolated in the pre-defined quarantine room and the General Manager of the hotel, the doctor/hospital with whom the hotel has a contract and the respective authorities will be informed. Protective equipment will be provided to the guest. The guest will be examined by a doctor. All the recommendations by the doctor will be followed.

From the Metropolitan Management