



AN IHG® HOTEL
WARSAW - MOKOTOW



CODE OF SANITARY SAFETY

HOLIDAY INN EXPRESS WARSAW – MOKOTOW

During the ongoing pandemic, health and safety of our Guests and employees are our priority.

Our IHG® Way of Clean has always included deep cleaning with hospital grade disinfectants. Reflecting the advice of the World Health Organization and Centers for Disease Control (the National Public Health Institute of the United States), we have enhanced our procedures to include additional deep cleaning of high-touch surfaces, implemented social distancing and changes to how we deliver our food and beverage to ensure Guest safety and security.

I. RECEPTION

1. We measure the temperature of every Guest and Employee arriving at the Hotel with a non-contact thermometer. In case of fever and symptoms of illness, admission to the Hotel is not possible.
2. The hotel Staff as well as our suppliers are obligated to use personal protective equipment.
3. We provide hand disinfectant in the lobby area.
4. We disinfect systematically high-touch surfaces such as: doors, handles, countertops, handrails, keyboards, payment terminals and other elements of equipment at the Lobby and public areas of the Hotel.
5. We have limited the number of people staying at the Lobby (at the Reception and the Bar) and we have introduced the obligation to maintain a safe distance between waiting people. Only 1 person can stay at the counter at a time; we recommend using the lifts individually.
6. The time spent at the Reception should be minimized- we enabled online payment in advance and recommend Express Check-out (to receive an invoice, please provide the Reception with an e-mail address and billing details before making the payment).
7. It is possible to verify the hotel bill on a TV screen in the room.
8. There is a designated room in the hotel where a person can be temporarily isolated in case of any disease symptoms.



II. HOTEL ROOMS

9. Apart from thorough cleaning of every room departed by Guests, we carefully disinfect all surfaces exposed to frequent touch, such as: furniture, countertops, buttons, handles, remote controls, light switches, telephones, dispensers and sanitary facilities and we air the rooms regularly to ensure maximum sanitary hygiene.
10. Service is carried out only on Guests' request during their absence in the room. If you would like your room to be cleaned, please contact the Reception to schedule a service.
11. In case of a need of new set of towels / bed linen or to empty the trash can, please put them in a tied laundry bag, put it in front of the door and contact the hotel Reception.

12. If it is necessary for a hotel Employee to visit the Guest room (for example: to help with opening the safe), please contact the Reception to determine what time you will be outside the room so the staff can enter.
13. For hygiene reasons, some in-room amenities such as pens, notebooks, needle boxes, shoe cleaners etc. have been removed from the rooms, while they remain available on request.
14. We increased the frequency of cleaning and disinfecting the carpets, air conditioning filters and fans.
15. A set of a face mask, gloves and disinfectant is available on request.
16. It is prohibited for individuals not being registered at the Hotel to visit the guest rooms.

III. EXPRESS CAFE & BAR

17. Hand sanitizer is available at the Bar area.
18. Our employees are equipped with personal protective equipment.
19. We have implemented appropriate, safe distance between the tables.
20. The Bar equipment is disinfected after each Guest's visit.
21. Paper menu cards have been eliminated, the menu is available on in-room TV and on the Hotel website: <https://hie-warsawmokotow.com/wp-content/uploads/2020/03/All-day-dining-menu-2.pdf>, through the QR code placed on the tables and on the TV screen in each room.
22. Dishes may be packed on request in disposable sealed ecological containers with disposable ecofriendly cutlery; glasses / cups may be replaced with disposable paper ones.
23. Some menu items may be temporarily unavailable.
24. For safety reasons, it is possible to place the orders by phone and picking them up directly from the hotel bar, at the appointed time.
25. We introduced a breakfast buffet served by an attendant. It is also possible to order a pre-packed set available in 2 options - standard or vegan.

IV. PUBLIC AREAS

26. Hand sanitizer is available at the Reception, Bar and Toilets.
27. Every hour, we thoroughly disinfect surfaces exposed to frequent touch in the lobby, conference rooms, public toilets, elevators, etc.
28. It is possible to use the conference rooms, respecting the principles of social distance in line with the guidelines of the current Regulation of the Council of Ministers.

V. EMPLOYEES

29. We measure the temperature of each Employee and contractor with a non-contact thermometer. In case of fever and symptoms of illness - they are not allowed to start their shift.
30. We use personal protective equipment when in contact with a Guests.
31. We train Employees to comply with security measures as recommended by GIS and WHO.
32. Where it is possible, we keep a safe distance of 2 meters in the offices.
33. We disinfect the equipment systematically and follow all hygiene and safety rules.

VI. GENERAL

34. We conduct an information campaign for Guests on taking special precautions during a pandemic.
35. We follow the recommendations of GIS and WHO.
36. The Hotel Management and an appointed Sanitary Safety Inspector will be monitoring implementation of this Code on daily basis.

IMPORTANT CONTACT NUMBERS:

- WSSE (Sanitary and Epidemiological Station in Warsaw), between the hours 7:45-15:00 – 22/ 620 37 19 extension 500
- NFZ hotline for Covid-19 - 800 190 590