

Hygienic Standards & cleaning protocols related to COVID-19

At Opera Hotel the safety & security of our Guests and Team Members has always been our top priority. Together with the Leading Hotels of the World we launched a new Hygienic Standards & Cleaning protocols related to COVID-19 allowing our guests to rest easy with us and focus on enjoying the unforgettable experiences we have to offer.

Employees:

- Temperature check for every employee before and after working shift.
- Team Members are provided with personal protective equipment to protect their well-being while continuing to deliver high level of hospitality standards.
- Sanitizers and main hygienic rules are provided in all staff areas.
- Employees wear protective masks and gloves while delivering their duties and follow the rules of personal hygiene. They may also wear goggles or other face protection if needed.

Guests:

- Temperature screening upon arrival is required.
- We ask all our guests to wear face mask in all public areas.
- There are facial masks and individual hand sanitizers available at the reception upon request.
- Disinfecting Wipes can be provided at primary entrances and key high traffic areas to allow guests to wipe the elevator button before pressing.
- Please do not use elevators more than 2 person at the same time and keep physical distance.
- To utilize your personal protective equipment please use special box in the hotel lobby.
- Upon arrival to the hotel guest's luggage can be disinfected with ultraviolet light before been delivered to the room.

Public areas:

- At Opera Hotel we pay particular attention to cleaning and disinfecting of guest areas and premises (hotel lobby, corridors, elevators, toilets, public areas, etc.), as well as cleaning the hotel rooms.
- We increased the frequency of cleaning public areas to minimum once per hours (or more often if needed). High touch areas (elevators, buttons, lobby surfaces, door handles, handrails of stairs, surfaces in F&B outlets etc.) are disinfested every hour as well (or more often if necessary).
- Sanitizers are available in the lobby and at each guest floor near the elevators.
- All room keys and pens at the reception are sanitized after every contact.
- Minimum contact at check-in & check-out: Opera Hotel offers you to minimize contact during registration by providing passport details remotely and paying for accommodation through on-line banking. Pay pass option is also available at our bank terminals.
- You may also check your bill via TV in the room and request to pay remotely. Settled invoice can be sent to you via e-mail.

Rooms:

- Bactericidal quartz lamp technology is used for disinfection after each departure and before new check-in.
- During global cleaning between arrivals and regular day cleaning we use disinfectants with an alcohol content of not less than 60% for surfaces and chemical disinfectants for cleaning the bathroom area.
- Rooms are kept empty for 24h between we guests' arrivals

- Bed linen and towels are washed at the maximum possible temperature (60-70 ° C). The bed is prepared after the main cleaning and disinfection of surfaces.
- For your safety we try to avoid contacts with guests and always ask for the convenient time to clean your room. You may also refuse from daily room cleaning or other employees entering your room throughout your stay informing reception team and placing DND sign on you door.
- We pay particular attention to the places where extra disinfection of the most frequently touched guests room areas is needed – doorknobs, light switches, faucets, counter tops, tables, chair armrests, TV remotes, thermostats, bathroom and near the bad surfaces etc.
- We try to de-clutter paper amenities: pens, paper and guest directory were removed (available upon request). All necessary information can be found in the menu of the in-room TV.

Please note:

Maids must inform the hotel management about any case of possible sick guest in the rooms. If a person staying at the hotel has symptoms of respiratory illness and / or fever, this person must be isolated in the room until the arrival of the ambulance called by the hotel staff.

After the departure of sick guests the room is disinfected by a specialized company and cannot be re-occupied for minimum 4 days.

Food & Beverage outlets

- Service in the hotel is provided exclusively in the rooms, Lobby Lounge, Bar and on the Bar Summer Terrace.
- Service personnel regularly disinfect surfaces and accessories (at least once every 2 hours, or more often if necessary), hands (always before and after each order).
- Guest service is carried out in accordance with the requirements and standards of current legislation of Ukraine, as well as in accordance with the implemented HACCP procedures.
- A disinfectant is installed on the summer terrace for guests, and wet disinfectant wipes are provided with each order.
- The physical distance between the tables on the Summer Terrace is about 1.5 m. Not more than 4 people are allowed to sit at one table (keeping the social distance).
- Employees work in personal protective equipment (masks, gloves and goggles/face screens).
- The staff makes sure that there are no queues and crowds of visitors.
- The menu is placed separately for acquaintance of visitors at the entrance and is available via QR code at each table.
- Disposable package to store your mask while enjoying your meal can be provided upon request.
- General disinfection of the Summer Terrace is done twice a day - before opening and after closing. Wet cleaning - every two hours. Disinfection of tables and chairs is done after each visitor, disinfected place.
- Guests are provided with option of contactless payment for services received.
- Room Service is available 24/7. Every order is delivered in accordance with necessary sanitary norms. The guest order remains on the table (if necessary - near the guest room).
- Washing of all cutlery and glasses is done according to sanitary requirements in a high-temperature dishwasher.

Beauty Centre DIVA

- For the period of quarantine Beauty Center DIVA (hairdressing, cosmetology, massage, manicure and pedicure services) is operating from with special restrictions:
 - All services are provided by appointment only
 - Temperature screening of the guest upon arrival is mandatory

- Admission is only permitted in personal protective equipment, such as a respirator or protective mask
- Treatments are carried out exclusively in personal protective equipment (masks / respirators without inhalation valve, gloves)
- There can be only one client in the procedure room at one time.
- Disinfection is performed after each client.
- Sanitizer is available at the entrance.

GYM

- There are also few special rules for using Fitness Centers:
- Not more than 2 person simultaneously using the GYM, therefore, we kindly ask you to book your preferable time through the reception.
- Disinfection of exercisers, handles, all surfaces and wet cleaning of the training room is carried out after each visit of the guest.
- Once a day after closing GYM is disinfected by bactericidal quartz lamp.
- Aqua-zone is not available at the moment due to quarantine measures in the region.

Please stay safe & healthy!