

## **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 the 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 (where required) while delivering their duties and follow the rules of personal hygiene. They may also wear other face protection equipment if needed.
- 100 % employees are vaccinated with 2 doses of certified COVID-19 vaccine

### **Guests:**

- Temperature screening upon arrival upon arrival.
- All guests are required to provide a digital certificate of full course of vaccination or a negative PCR Test or rapid Test for the SARS-CoV-2 antigen valid 72 hours.
- We ask all our guests to wear face mask in all public areas.
- Facial masks, disinfecting wipes and individual hand sanitizers are available at the reception desk upon request.
- 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 or other outlets.
- Guest's luggage can be disinfected with ultraviolet light upon arrival to the hotel before been delivered to the room if required.
- Our concierge may gladly provide our guests with all possible Covid-19 relative information, advice and assist with ordering PCR tests or rapid test for the SARS-CoV-2 antigen.
- In case of any COVID-19 symptoms occur we kindly ask to pass a PCR test and stay in the room until further notice. In such cases all services are provided to the room door only.

### **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.
- All public areas are cleaned at scheduled intervals minimum once per 2 hours. High touch areas (elevators, buttons, lobby surfaces, door handles, handrails of stairs, surfaces in F&B outlets etc.) are disinfested every hour.

- Sanitizers are available at all primary entrances and key high traffic areas (Reception, Bar, Restaurant, Beauty Centre) 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 system. 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 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.
- 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 of other employees entering your room throughout your stay informing reception team and placing DND sign outside your room door.
- We pay particular attention to the most frequently touched guests room areas and places where extra disinfection is needed – doorknobs, light switches, faucets, counter tops, tables, chair armrests, TV remotes, thermostats, bathroom and near the bed surfaces, etc.
- We try to declutter paper amenities: pens and notepads were removed to the drawer of the bed-side table and working table; Guest Directory information and Room Service Menu are available in the menu of the in-room TV.

*Please note:*

Maids must inform the hotel management about any case of possible COVID-19 cases. If a person staying in the hotel has symptoms of respiratory illness and / or fever, this person must be isolated in the room until receiving of negative result of PCR testing or departure. In such cases all services are provided to the room door only.

After the departure of sick guests, the room is disinfected by a specialized company and cannot be reoccupied for minimum 3 days.

### **Food & Beverage outlets**

- 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.
- Changes to our hotel restaurant service include the spacing of tables and chairs to promote proper physical distancing between guests while maintaining our increased hygiene standards.
- Employees work in personal protective equipment (masks, gloves and goggles/face screens).
- All guests are required to provide a digital certificate of full course of vaccination or a negative PCR Test or rapid Test for the SARS-CoV-2 antigen valid 72 hours. Temperature screening may also be applied.
- The menu is available via QR code at each table.
- Option of contactless payment is available.
- Disposable package to store your mask while enjoying your meal is provided upon request.
- Sanitizers are installed at the entrances to the Bar and Restaurant and wet disinfectant wipes are provided with each order.

- 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).
- General disinfection of the venues is done twice a day - before opening and after closing. Wet cleaning - every three hours or more frequently if necessary. Disinfection of tables and chairs is done after each visitor, disinfected place.
- Room Service is available daily from 7am till 1am. Every order is delivered in accordance with necessary sanitary norms. The guest order remains on the table (if necessary – in the corridor near the guest room).
- Washing of all cutlery and glasses is done according to sanitary requirements in a high-temperature dishwasher.

### **Beauty Centre DIVA**

- Beauty Center DIVA (hairdressing, cosmetology, massage, manicure and pedicure services) is operating in accordance with the requirements and standards of current legislation of Ukraine. Main 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 / Fitness Center / Aqua-zone**

- Please note that during the quarantine Gym is operating from 6am to 11pm.
- Not more than 2 persons simultaneously are allowed to use the GYM, therefore, we kindly ask you to book your preferable time through the reception.
- Hand sanitizers and disinfection wipes are present in the fitness room, changing rooms and reception area.
- Disinfection of exercisers, handles, all surfaces and wet cleaning of the training room is carried out every 2-3 hours during the day (or more frequently if necessary). General cleaning and disinfection are done before 6am and after 11pm.
- Once a day after closing GYM is disinfected by bactericidal lamp.
- Aqua-zone is available from 9am to 9pm by appointment only. We kindly ask you to book your preferable time through the reception.
- Changing rooms are available from 9am till 9pm.

Please stay safe & healthy!