

Dear Guests,

Your safety and wellbeing is our priority.

We would like you to be happy with your stay at the GEM Hotel regardless of the new circumstances. Therefore, we would like to ask for your understanding and cooperation.

Our employees have been trained in occupational health and safety, taking into consideration the precautionary measures against COVID-19.

Disinfectants are available to you in the reception lobby, the restaurant and in common areas.

We disinfect public toilets, the lift, reception desktop, door handles, handrails, handgrips, phones, key cards, computer keyboards and payment terminals on an ongoing basis.

We reduce the time you stay at the reception desk to a minimum.



Please disinfect your hands, cover your nose and mouth by putting on a mask before entering the hotel and other common areas, and keep social distancing (2 meters).

## **RECEPTION DESK**

At the check-in, we may ask you to have your temperature measured using a non-contact thermometer.

If clear signs of disease (including persistent cough, malaise, difficulty breathing, elevated temperature) are discovered, our employees have the right to refuse to admit you to our hotel.

Disposable masks are available for purchase at the reception desk.

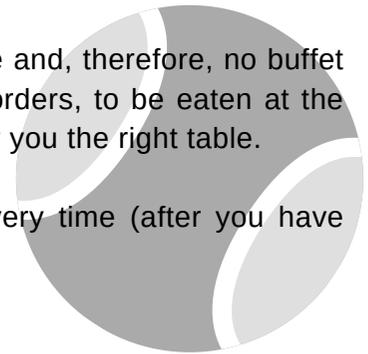
## **MEALS**

Breakfast is served from Monday to Friday between 6.30 AM and 10.00 AM, on Saturdays between 7.00 AM and 10.00 AM, and on Sundays between 8.00 AM and 11.00 AM.

At the check-in, the reception desk staff will provide you with a disposable breakfast menu, requesting you to fill it out.

The hotel's catering services are provided under the sanitary regime and, therefore, no buffet meals are available. We serve meals according to your individual orders, to be eaten at the orangery, in the restaurant and on the hotel patio. The staff will show you the right table.

We disinfect tables, chairs, menus, china, trays, etc. each and every time (after you have finished your meal).



## ROOMS

After the check-out, but also during your stay (on your request), we use ozone treatment to decontaminate hotel rooms. We use professional cleaning and disinfecting agents.

Routine cleaning of rooms during your stay, replacement of towels or bed linen, and delivery of mineral water to rooms are all carried out on your request. To order the service, contact the reception desk.

In addition to standard cosmetic products, hand disinfectants are available to you in hotel bathrooms.

We have suspended or reduced the scope of the services that would otherwise put you and the hotel staff at risk, namely:

- delivery of luggage to rooms,
- hotel laundry service,
- full availability of hotel catering services,
- availability of swimming pool and saunas.

To order these services, contact the reception desk.

01.02.2020

General Manager  
Małgorzata Szymankiewicz

