

1. Physical distancing

Implemented physical distancing measures throughout the hotel



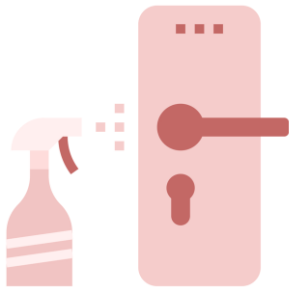
4. Protective barrier

Protective screens installed at reception



2. Increased cleaning & disinfecting

Increased cleaning & disinfecting frequency throughout the hotel, paying attention to high-touch items.



5. Sanitizing stations

Hand sanitizing stations installed at key points throughout the hotel



3. Doctors on call

Medical coverage by a team of doctors on call 24 hours per day



6. Key cards disinfected

Clean and disinfected key cards are provided upon check-in



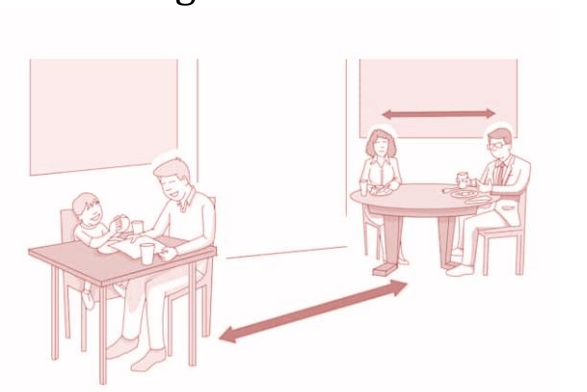
7. TV & air conditioning controls

Clean & disinfected remote controls are provided. Room cleaning is on request



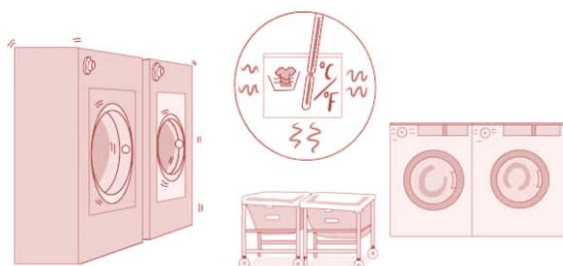
10. Bars and restaurants

Tables spaced apart in restaurants & bars to provide physical distancing



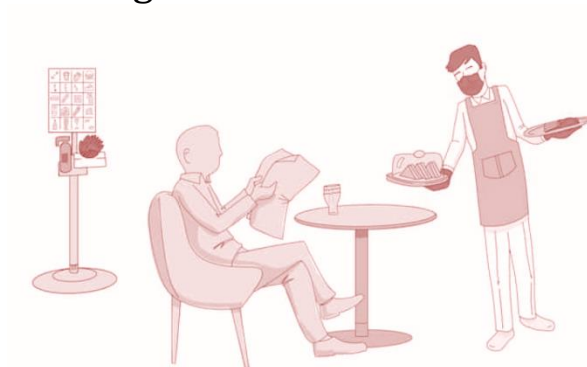
8. Sheets, towels, linens

All linens are washed at a high temperature for optimal disinfection



11. Food safety

Strict safety procedures adhered to while serving all food and beverages.



9. Pool & sun terraces

Distancing and disinfection measured implemented



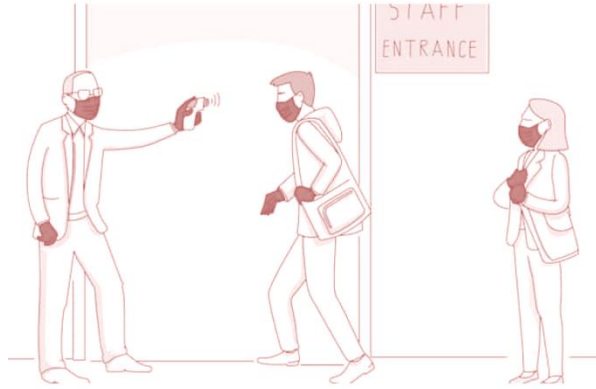
12. Staff training

All our team have received comprehensive COVID-19 hygiene & prevention training



13. Staff temperature checks

Daily temperature checks for all staff



14. Staff Personal Protective Equipment



15. Extended check in & check out times. To ensure deep cleaning of rooms with steamer and UV lamp for your safety



16. Non-essential items removed from rooms. To reduce any further risk



COVID-19 POLICY

In the organization “MARELEN HOTEL” we commit to the following:

- Our products/services to our guests will fully satisfy and fulfill their expectations as well as the applicable regulatory and legislative requirements.
- Our aim always remains the constant and full satisfaction of the guest.
- For the immediate response to the requests and/or problems of our customers / partners.
- Measures to prevent an outbreak
- We work with officially certified health and safety agencies
- The continuous improvement of the Unified Management System as well as the functions of the organization

To implement the Covid-19 Policy, our organization operates with the following principles:

- Each employee is responsible to comply with the Health Protocol and is fully informed about the applicable Unified Management System of the Organization and the objectives / indicators that have been set.
- As an Organization, we set goals, provide the resources needed to achieve them and the results of our statistical analysis are analyzed in the context of our ongoing efforts to improve services to our guests as well as to the relevant stakeholders.
- We provide appropriate training to the staff of the Organization as well as the appropriate means of personal protection and appropriate infrastructure for the proper management of health protocols.
- We ensure that staff is aware of their responsibilities and aware of health & safety issues
- The Organization has designated a Health Officer, who has organizational independence and jurisdiction to ensure that the Health Protocol is applied in cases where it is required to take appropriate corrective action.
- The suppliers we work with, should adhere to the Organization’s commitments to its customers and stakeholders.

All staff and external partners are to adhere to the health protocols that fall within their scope.

The strategic objectives of the organization are defined as follows:

- High returns on business investments arising from the Organization’s operations
- Compliance of the Organization with legal and regulatory requirements
- Continuous improvement of the Organization and its services / products offered
- Competitive products and services
- Ensuring the continuity and availability of the service / products
- Continuous monitoring of the efficiency and effectiveness of functions based on objectives and indicators

**On behalf of MARELEN HOTEL
THE MANAGEMENT
30/06/2020**