



Dear Guests,

In the interest of your health and safety, we introduced procedures which aim to minimize the risk of COVID-19 infection.

At the same time, we ensure you that we monitor current situation every day and make every effort to run our business in line with the requirements and guidelines developed by GIS, WHO and Best Western chain.

The following set of rules and regulations is a collection of the specific activities designed to preserve safety of both guests as well as the hotel employees.

1. Public areas and conference rooms

- The availability of hand sanitizers for the hotel guests and the employees - dispensers placed near the entrance/exit, at the reception desk, in elevators, in toilets.
- Systematic disinfection of surfaces commonly used by the guests: doorknobs of entrance door and other doors in the hotel, surface of the reception desk, pens, magnetic cards, payment card readers, elevator buttons, computers free to use, doorknobs of open-access toilets, toilet equipment, light switches, free to use telephones, etc.
- Regular checking of corridors and floors, disinfection of flooring, trash bins, elevator buttons, handles and other surfaces/floors' equipment.
- Airing of open-access rooms several times a day.
- Airing, regular disinfection of rooms and conference rooms, as well as all the equipment in the conference rooms.
- Application of the necessary safe distance rules in the conference rooms.

2. Hotel reception

- Reception desk with professional protective screen.
- Social distancing measures - max. 2 people are allowed to stand at the reception desk with 2-metre distance between them kept.
- Availability of hand sanitizers for the hotel Guests - the dispensers are near the hotel entrance, at the reception desk, in elevators, in toilets.
- Temperature measurement (non-contact thermometer) once each of the Guests enters the hotel.
- In case of a low-grade fever and other symptoms of illness, the Guest might be refused to enter the hotel. The procedure may be repeated - up to hotel employee's decision.
- Usage of the container for used cards, keys or pens (in order to disinfect them before the next use).

Hotel Cristal

ul. Lipowa 3/5, 15-424 Białystok, tel.: +48 85 74 96 100, fax: +48 85 74 96 171, www.hotelcristal.com.pl

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- Pens and payment equipment are cleaned after each use.
- Key cards are cleaned before they are shared with another guest.
- The guests are served by the staff wearing a mask and safety gloves.
- The staff washes and disinfects hands after serving each guest.
- Regular disinfection of the reception equipment and lobby furnishings available for the guests (reception counter, payment card readers, pens, tablets, keyboards, computer mouse, etc.)
- The guests should be encouraged by the staff to pay cashless (contactless).
- The guests should spend shortest possible time at the reception desk.
- No unregistered people are allowed to stay in a hotel room.
- The guests should be encouraged by the staff to communicate in the stay-related issues via SMS or telephone, so as to avoid any unnecessary direct contact with hotel employees.
- The guests are informed about the introduced changes and procedures in the hotel.
- If the guests experience symptoms of any illness during the stay, they should immediately:
 - a. Contact appropriate, local medical services in order to undertake right actions - the number is available in the hotel reception.
 - b. Inform the reception or the hotel management.
 - c. Stay in isolation, constrain contact with the hotel staff or other guests (in case it is not possible to leave the hotel safely.)

3. Hotel rooms

- The rooms are cleaned and disinfected every day.
- The rooms are cleaned up with highest possible safety norms taken into account, such as protective masks and disposable gloves.
- The rooms are cleaned only upon the guests' request and during their absence.
- All of the unnecessary elements of the equipment, such as: flowers, notebooks, pens, leaflets and promotional material, are removed from the rooms upon further notice.
- All decorative bed elements, such as: pillows, bedspread/sash on the bed edge, are removed until further notice.
- Everyday cleaning and disinfection of all areas and the equipment that is the most often used by the guests (doorknobs, locks, handles, light switches, desk surface, wardrobe, telephone, kettle/coffee machine, remote control, clock/alarm, lamp, trash bin, handles and buttons in the toilet, toilet seat, toilet brush, curtains, floors, etc.)
- Essential information material - laminated pages or special paper which enable everyday disinfection.
- The rooms are thoroughly ventilated and ozonated after each use.
- The rooms are left before cleaning for 72 hours after the guest's departure (depending on possibilities and rooms availability.)
- All of the found items left by the guests are put into a plastic bag and signed accordingly to enable safe storing and further procedure of lost and found items.

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4. The restaurant

- According to the Government's regulation, the Hotel restaurant "Restaurant & Bar Cristal" is open with heightened sanitary requirements.
- Meals are prepared under strict hygiene conditions.
- Each customer is required to disinfect hands while entering the restaurant.
- Hand sanitizers are available near the entrance of the restaurant, in the bar and in the toilets.
- The rule of one person per 4m² of space is applied.
- There is 2m distance between the tables.
- Customers are seated by the waiters in the proper places of the restaurant room, so as to follow the social distancing regulations.
- The tables are disinfected after each customer.
- Employees of the kitchen and the restaurant wear masks/face shields and protective gloves.
- Employees comply with the social distancing principle.
- All persons are obliged to wear protective masks in the restaurant area. Customers might take the masks off only when seated at a table.
- Guests may still order food and drinks within "room service".
- "Room service" tables are disinfected after each use.
- Orders are delivered to rooms under hygiene and safety regulations:
The waiter delivers the ordered dish on a "room service" table. By knocking at the door, he/she informs the guest about the delivery and leaves the table in front of the room door. The guest picks up the order herself/himself - the waiter does not enter the room. The guest leaves the table in the hall after the consumption. The table is taken by the floor service.

5. Wellness & Fitness

- Social distancing rules applied in W & F rooms and/or - max. 3 people using Wellness & Fitness at the same time.
- Keeping a safe number of people waiting in Wellness & Fitness's waiting room and the distance between them.
- Hand sanitizer available for the hotel guests.
- Regular disinfection of all rooms, common areas, equipment, cosmetics.
- Disinfection of equipment after each use.
- Masks and gloves used by Wellness & Fitness staff.
- The water in the jacuzzi is disinfected with chlorine compounds.

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6. Safety of the employees

- Strict adherence to the rules of working in masks, gloves, caps, protective clothes, frequent disinfection of the devices, washing hands, etc. by all employees that work in the area where any contact with the guests is possible.
- All of the employees are trained about specific security measures. An information campaign conducted for the staff concerning safety measures according to GIS and WHO requirements.
- Each of the employees has temperature measured (contactless thermometer) while entering the workplace. In case of a low-grade fever and other symptoms of illness, the employee is advised to return to their home.
- Hand sanitizer available for the employees - easily available and visible dispenser in the back room and changing room.
- Introduction of the additional disinfection of the common spaces of employees - changing room, kitchen, back rooms and storages.
- Social distancing rules applied in the rooms and/or - max. 2 people where possible.

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