

HEALTH PROTOCOLS CHC IMPERIAL PALACE		
A/A:		ANSWERS
Staff - Testing and training		
1	Has all your staff received specific Covid-19 training to follow rules and regulations allowed by local government institutions?	YES
2	Is all your staff submitted to temperature testing before starting service?	YES
3	Is all your staff provided with self-protecting gear?	YES
3.1	Masks	YES
3.2	Gloves	YES
3.3	Screens	YES
4	Do you have available hand sanitizer in:	YES
4.1	Staff Locker Rooms	YES
4.2	Kitchen	YES
4.3	Restaurant Back offices	YES
4.4	Bar Back Offices	YES
4.5	Pools service area	YES
5	Does your hotel has a Staff replacement policy in case one of the staff members gets infected?	YES
6	Do you have a designated person in charge for hygiene in your hotel?	YES
7	Do you control compliance of your staff to protocols, rules & regulations related to COVID-19 daily	YES
Dining:		
		YES / NO / DESCRIPTION
1	How will be meals organized at the restaurants? Buffet/ lunch box in the room / a la carte.	Buffet Service
2	Which anti-virus precautions will be taken at the entrance of the restaurants?	DISTANCE MEASURES AND ANTISEPTIC
3	Will the hotel's staff take clients' temperature at each visit to the restaurant?	NO
Housekeeping		
		YES/NO
1	Have you adapted your cleaning protocol according to local legislation?	YES
2	Have you adapted your laundry protocol according to local legislation?	YES
3	Are all the amenities prepared for the current scenario (individually wrapped and for one client only)?	WILL BE PER ROOM
4	Will guest towels be individually wrapped?	NO
5	Will guest towels be changed every day?	NO
6	Will rooms be disinfected every day?	NO
Public Areas		
		YES / NO
1	Have you adapted your common areas according the local regulation?	YES
1.	Gardens	YES
2.	Lobby	YES
3.	Mini club (kids area)	WE HAVE NONE
4.	Gym	YES
5.	Beach	YES
6.	spa	WE HAVE NONE
Air Conditioners		
		YES / NO / DESCRIPTION
1	Operation of public and in-rooms air-conditioners: specific of work and cleaning. -- what precautions will be taken?	AIRCONDITIONERS IN PUBLIC AREAS WILL NOT BE WORKING
Swimming pools		
		YES / NO
1	Will the swimming pools be open?	YES
2	Will there be any sunbeds around the swimming pool? At what distance?	YES
3	How many people will be able to swim at once?	17
4	How often will the pools be cleaned/disinfected?	3 TIMES A DAY
Beach:		
		YES / NO
1	In which way will the sunbeds be located on the beach?	WITH DISTANCE ACCORDING TO PROTOCOL
2	Shall the guests book the sunbeds in advance? How can they do it?	NO
3	How often will the disinfection of the sunbeds take place?	AFTER USE OF EACH CLIENT
Animation/ kids programs:		
		YES / NO
1	Will there be any animation programs, kids animations, etc. organized? Or will animation be cancelled?	NO
Check-in procedure:		
		YES / NO
1	Are there any requirements for health documents (medical examinations / certificates) to be submitted at the hotel check-in?	NO
2	Is the luggage disinfected before going to the rooms?	YES
3	Do you allow guests to carry their luggage to the rooms?	YES
4	Do you have suitable reception area to ensure social distancing while check in/ check out?	YES
5	Are protective screens installed at the reception and concierge desks?	YES
6	Are capacities and flows in common areas adapted to ensure social distancing?	YES
7	Do you have contactless solutions for:	
7	Check in	NO
7	Check Out	NO
8	Check in / Check out time	NO
Room service		
		YES / NO
1	Will there be any room service? Is it going to be free of charge/	NO
Property and in-house information		
		YES / NO
Guest Hygiene		
1	Are all the guests provided with self-protecting gear?	
1.	Masks	NO
2.	Gloves	NO
3.	Hand sanitizers	YES IN PUBLIC AREAS
2	Will you control the temperature of guest upon arrival?	YES
3	Will you perform quick Covid-19 tests to all guests?	NO
4	Do you have a Quarantine room(s)?	YES
1.	If yes do these rooms have self-catering facilities ?	NO
2	If yes do you provide room service to these rooms	YES
Quarantine procedure:		
		DESCRIPTION
1	What measures will be taken if someone gets sick (from the virus or something else) in the hotel?	DOCTOR WILL ARRIVE AND WE WILL BE INSTRUCTED ACCORDINGLY
2	Will they be quarantined on the spot, or will they be able to return to the country they have come from ?	It will depend on the government
3	If quarantined on site, will the other members of the family be under quarantine for 2 weeks together with a sick member in the hotel?	It will depend on the government