



## HarmoniA HOTEL

by DUKLEY

Dear guests,

We would like to share with you the activities that Harmonia Hotel by Dukley has implemented in order to ensure our guests and residents are safe while staying with us.

We invite you to experience the best care of your comfort and joy while being away from home.

### FRONT DESK HIGHLIGHTS

- Check-in/ Check-out - will proceed at reception in accordance with World Health Organization recommendations.
- Each room is thoroughly cleaned and disinfected at least 24 hours vacant prior to each arrival as well as while you are staying with us
- Hand sanitizers are available for each guest upon request as well as in all public areas.
- To ensure our guests' safety we are granting everyone who stays at Harmonia Hotel by Dukley COVID - 19 health insurance, with a premium of up to 10.000 € per person.

# HOUSEKEEPING HIGHLIGHTS

One of the indisputable advantages that Harmonia Hotel by Dukley offers among high-standard cleaning services is **in-house Laundry facility**. It gives us full control of laundry service and there's no third party involved.

To ensure our residents are safe while staying with us we have introduced the following preventive measures:

## Indoor cleaning and maintenance

All the wet-cleaning tools (mops, towels and rags) are delivered to the residences in **ready-to-use special packaging and are single-use**.

The entire cleaning process operates according to **a Top-Down system** - all the disinfecting cleaning supplies are carried in designated containers, which are pre-packed in advance.

**Room areas have been separated into different zones** and Housekeeping team uses different cleaning equipment and supplies for each area:

- **ROOM AREA:** Hard surfaces are cleaned and disinfected with the use of active oxygen spray that is environment, children and pet safe. Upholstery is steam-cleaned. **Atomizers will be used during housekeeping service.** The equipment is very effective due to micronsize powerful spray of biocidal solution, which is non-toxic and safe for the environment.
- **BATHROOM AREA:** Housekeeping team uses liquid acid-free disinfectant cleaner intended for sanitizing rooms, which has a wide range of effects on harmful microbes.

*All chemicals are used for each area in accordance with World Health Organization recommendations and are safe for all of our residents and employees.*

*All rooms are ventilated daily.*

## Outdoor cleaning and maintenance

All door handles, handrails, railings and elevators are cleaned and disinfected daily in accordance with World Health Organization recommendations.

## Common area cleaning and maintenance

All public area entrances are equipped with disinfectants.

The proper functioning of air ventilation and air exchange equipment is constantly checked and maintained.

## OPERATIONAL ACTIVITIES

- All employees have regular medical check-ups. Employees' temperatures are also measured upon reporting to duty.
- All employees are provided with face masks, gloves, shoe covers, disinfectant wipes and appropriate uniforms according to work standards and World Health Organization recommendations.
- Housekeeping procedures have been updated according to World Health Organization guidance and are strictly followed.

We **care**. We **invite**.  
You are **safe**.