



SENSE

HOTEL SOFIA

Dear valued guests,

As we welcome you to our hotel, we are committed to providing you with a safe environment at the highest level. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and associates. To prevent the spread of viruses, Covid-19 and to ensure your safe stay we created an expert protocol based on local health authority and World Health Organization's recommendations.

Our team takes standards for hygiene and cleanliness very seriously and we have ensured additional steps to maintain the safety of our guests and associates. On a daily basis, our hotel is working to ensure that the latest guidance on hygiene and cleaning have been met. Our hotel's health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps Sense Hotel Sofia has applied include, but are not limited to:

Associate Health, Safety and Knowledge:

Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, all hotel associates with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Front Office, Bell Service, Spa and Maintenance are also completing enhanced COVID-19 awareness training. This is under strict supervision by the management team.
- **Cleaning Products and Protocols:** Our hotel uses cleaning products and protocols which are effective against viruses provided by the prominent suppliers, including:
- **Guest Rooms:** Hotel uses cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, nightstands, telephones, in-room control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay is based on guest requirements and is not performed while the guest is inside the room. The reason is to avoid direct human contact.
- **Public Spaces:** Hotel has increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator



SENSE

HOTEL SOFIA

buttons, stair handrails, door handles, public bathrooms, room keys and locks and all seating areas.

- Physical distance is recommended at all public spaces and communal areas.
- Parking service: Self-parking option is recommended. If valet service is requested by a guest, it will be provided only if the vehicle is disinfected on all contact points.
- Back of House: In the spaces where associates work “behind the scenes” Sense Hotel is increasing the frequency of cleaning and focusing on high touch areas like associate entrances, locker rooms, and staff offices.
- Antibacterial hand disinfectant with a minimum 70% alcohol is available to you in the public places, where you would need it.
- Food & Beverage service: our hotel makes daily adjustments to control service complying with the local health authority recommendations and those of the World Health Organization. Food handlers and supervisors are trained on safe food preparation and service practices.
- Face Coverings: face coverings are optional for guests and associates

We remain committed to offering all our guests a pleasant and secure stay at Sense Hotel Sofia. Providing a safer environment for our guests and associates is our utmost priority.