

Dear Guests,

On behalf of all of the staff at Grand Ascot Hotel, we sincerely apologize for any inconvenience caused by the COVID-19 virus crisis.

The safety and well-being of our employees and guests is our main priority. We work closely with all state authorities to comply with all World Health Organization (WHO) and Chief Sanitary Inspector (GIS) guidelines to minimize the risk of our employees and guest's health.

This week, on Friday (March 13) we learned about many restrictions introduced by the Polish government, including a ban on foreigners from entering the whole country (from March 15), suspension of international air and rail connections, closing of bars and restaurants. Although this situation is completely out of our control, our customer service team will help you change your reservations and travel plans so that you can return home safely.

All guests whose stay has been modified or cancelled will receive an email informing them of their rights and how to get a refund or change their booking. In the upcoming weeks, we expect the government to make further changes to legislation and prevention, and if this happens, all potential guests will be notified by email. We will continue to comply with all WHO and GIS guidelines and will comply with any restrictions placed on your stay at our hotel.

We want to assure all travelers choosing our hotel that we are doing everything we can to minimize the risk. We have introduced many additional procedures beyond those required by authorized bodies:

- common rooms are disinfected every 2 hours with a specialized disinfectant
- our mechanical ventilation system is equipped with extremely efficient HEPA (High Efficiency Particulate Arrestors) filters that remove even microscopic particles of bacteria and virus clusters from the air (efficiency over 99.99%).
- our kitchen works on special rules.

We hope that these rules will strengthen your confidence and allow you to book your stay in our hotel when life returns to normal after the crisis caused by the COVID-19 virus.

In recent years, we have faced many crises and each time, thanks to our guests and our employees, Grand Ascot Hotel has become stronger. Thank you for your patience. We are well prepared to face this difficult time and we are still working hard to ensure the safety of our employees and guests.

Yours sincerely,
Michał Wrzecionek
CEO Grand Ascot Hotel

