

The steps we're taking in connection to the COVID-19 pandemic

Dear Guest!

The highest priority at Grand Ascot Hotel is the health and safety of our guests and employees, which is why we would like you to get familiar with the steps and precautions we're taking in connection with the SARS-CoV-2 coronavirus. The following rules are currently in effect and are updated in accordance with the guidelines of the Ministry of Development in consultation with the Chief Sanitary Inspectorate, and may change prior to your arrival.

1. Please, always disinfect your hands before entering the hotel and restaurant. Dispensers with disinfectant are placed in the common areas.
2. During check-in, we will ask you to complete a survey about your health. If you are in quarantine or you feel unwell and have a high temperature (above 38 degrees Celsius), please cancel your arrival because we will not be able to accommodate you.
3. At the time of check-in, we will provide you with an information package about your safety and what to expect at the hotel, along with information on how we will be serving breakfast and cleaning your room.
4. It is recommended to wear face masks in common areas of the hotel.
5. Only a limited number of hotel guests may occupy the common areas at a time.
6. After cleaning, the rooms will be disinfected.
7. After a guest's departure, we will quarantine each room for as long as possible, before checking in the next guest.
8. You will not find extra pillows and bedspreads in your room.
9. Accessories, such as the tea and coffee set, the TV remote control or the kettle, will frequently be disinfected.
10. The hotel does not allow the use of blow dryers in bathrooms
11. Regular room cleaning is only done upon guest's request
12. The hotel regularly disinfects surfaces such as: the control panels inside and outside the elevator, door handles, tabletops at the bar and reception, the reception area, as well as all other common surfaces.
13. Our mechanical ventilation system is equipped with extremely efficient HEPA filters.
14. Our employees are kept informed and trained in safety and sanitation procedures.
15. Our personnel are subject to temperature checks before commencing work. We have also modified processes and tasks to minimize contact between employees, ensuring maximum safety. Additionally, in their private time the staff is encouraged to avoid unnecessary contact.
16. The disinfectant fluid is available in all rooms used by employees.
17. In the restaurant, we have increased the distance between tables to help with social distancing between guests enjoying their meals. The distance requirements do not apply to guest staying together in the same room.
18. You can safely use our hotel restaurant. Meals are served with all required precautions in place.

We strive to make your stay safe, and to meet all your expectations. For this to happen, please cooperate closely with our employees who will do everything to ensure your comfort. Please respect the above rules. Thank you for being with us.