

## 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 mandatory 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. Only the registered hotel guests may enter hotel premises.
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. Routine cleaning service will only take place upon guest's special request.**
11. The hotel regularly, every 2 hours, 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.
12. Our mechanical ventilation system is equipped with extremely efficient HEPA filters.
13. Our employees are kept informed and trained in safety and sanitation procedures.
14. 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.
15. The disinfectant fluid is available in all rooms used by employees.
16. You can use our hotel restaurant without any problems. Meals are served directly to the room.

We do our best 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.



POLISH  
TOURISM  
ORGANISATION

**Grand Ascot Hotel**

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## **HOTEL GUIDE**

The Reception is open 24 hours a day. Feel free to contact us by phone by dialling 600.  
The Reception is also at your disposal for organising tours to local attractions.

Opening hours:

Four Restaurant: 14 pm- 10 pm

Wine & Spirits Bar: 12 pm – 10 pm

Orders from the Four Restaurant and Wine & Spirits Bar are possible only in a form of a room service (last order at 9:30 pm).

**Breakfasts** are served to the room according to the list of products indicated during check-in. In case of an increased number of orders for a given hour - especially during weekends, the service time may be off by up to 30 minutes from the time indicated on the Breakfast Card.

We encourage you to enjoy breakfast in the early morning hours. The dishes are collected between 11AM and 12PM or on request - please contact the reception desk.

The sauna and gym can be reserved exclusively for you. Please inform us minimum one hour in advance.

**Cleaning during the stay is possible on request. Please indicate the specific time and avoid staying in the room during the service.**