

# SAFE STAY AT QUEEN BOUTIQUE HOTEL\*\*\*\*

Ensuring the safety, comfort and the highest quality of service for visiting us guests is of the utmost importance for us. We are fully aware that health and hygiene issues are the most important for travellers on the current situation. That is why we have implemented some changes to our health&safety policy, on the basis of the recommendations issued by the World Health Organisation (WHO) and the Polish Chief Sanitary Inspectorate (GIS).

QUEEN  
BOUTIQUE HOTEL

# SAFE STAY AT QUEEN BOUTIQUE HOTEL\*\*\*\*

The main goal of the new Queen Boutique Hotel's health&safety policy is to provide the maximum health protection for hotel's guests and employees. Implemented procedures includes appropriate arrangement of public areas and the rooms, ensuring adequate space and hygiene products for the guests and increased guest - hotel staff contact safety.

QUEEN  
BOUTIQUE HOTEL

# #STAFF

- All hotel employees have been trained in the new health&safety policy;
- Hotel personnel disinfect hands and have the body temperature measured, prior to their work;
- Reception staff is separated from the guests with a transparent protective screen;
- Employees from the other hotel's departments are equipped with disposable gloves and protective masks.

QUEEN  
BOUTIQUE HOTEL

# #ROOMS

- Room cleaning service on request (only in the absence of the guest);
- After checkout procedure each room is ventilated with fresh air (minimum 1 hour);
- Any exposed areas in the room (table tops, door handles, light switches) are thoroughly disinfected;
- Room ozone air disinfection on request.

# #COMMON AREAS

- Even rooms allocation on each floor and designated area for the guests awaiting for service, ensure a safe social distance;
- Disinfection of hotel's public areas is being carried out regularly;
- Disinfectant liquid dispensers are easily available in common areas (in the restrooms, next to the lift);
- All hotel's toilets are equipped with pictograms showing the correct technique for washing and disinfecting hands.

# #FRONT DESK

- Reception desk and credit card terminals are being disinfected after each client;
- Credit card terminals foil protected to increase safety;
- Dispensers with disinfectant liquid at the reception desk;
- Fast check-in/checkout procedures;
- Disposable pens;
- Any paper promotional materials and leaflets provided as disposable set on request;
- E-invoice available on request.

# #HYGIENE

- Breakfast buffet served by restaurant employees;
- In room breakfast (on request);
- Sanitary packages on request (disinfectant liquid, disposable gloves, protective mask);
- SPA treatments only on request (pre-booking is mandatory);
- Modern cross circulation central ventilation system in the rooms provides clean and safe air.

# #ENJOY A SAFE STAY

In case of any additional questions relating hotel's health&safety policy or reservation inquiries, please contact our front desk team:

- Telephone (+48) 0-12 433-33-33;
- E-mail [info@queenhotel.pl](mailto:info@queenhotel.pl);
- Livechat: available at [www.queenhotel.pl](http://www.queenhotel.pl)

Visit Queen Boutique Hotel\*\*\*\* and enjoy a safe stay in Kraków.

QUEEN  
BOUTIQUE HOTEL