

#SAFEHOLIDAY@MARINACAPE

YOUR HEALTH AND SAFETY ARE OUR PRIORITY!

Dear guests,

Your health and good condition have always been our top priority and taking care of your unforgettable vacation is the basis of our business. We would like to inform you that in order to protect you and your loved ones, we work in accordance with all prescriptions and requirements of health authorities in relation to the prevention of the spread of COVID - 19. Our employees are trained to observe and work on the strictest hygiene requirements. All of them use personal protective equipment during work according to the activity they perform. In order for us to take care of your safety, please read the rules of conduct at the hotel in terms of Covid-19.

Access control

At the entrance of the complex there is a separate checkpoint where you will be informed about the order of accommodation. You need to document your hotel reservation. On the day of check-in, in order to avoid crowding, guests will be admitted to the hotel no earlier than 14:00 or at the discretion of the hotel management. Your temperature will be measured by our employee. Please be patient if you have to wait before being admitted to the reception. Persons who are not guests of the hotel are not allowed on the territory of the complex.

Reception

In order to be served at the reception without danger to your health, please wait your turn at a distance of 1.50 m from the other guests. For your convenience, there will be two guest service stations. In order to be served faster, please print and sign the declaration in advance, which we will provide, as well as to get acquainted in advance with all the information that will be sent to you by e-mail. Please settle your bill on the day of your check-in. The room and the hotel complex are vacated by 11:00. In case of later departure from the hotel complex, the amount for the used services will be charged to your account.

Room

Your room is cleaned and disinfected daily only in your absence. During the maid's visit, please provide access to the room. Linen and towels are changed every three days. If you need an emergency change of linen or towels, you can contact the reception by telephone. On the day of your departure, make sure all towels in your room are available. In case of absence, the respective amount will be charged to your account. In order to improve hygiene, all advertising and information materials have been removed from your room. We provide you with disposable cups, as well as hand sanitizer and masks. If you need an extra pillow or duvet please contact the reception by phone. All adjacent common areas are cleaned and disinfected according to a schedule, which is placed in a prominent place next to each of the sites. Please do not use the toilets in the common areas during cleaning and disinfection, which will be indicated by a sign.

Food and drinks

Before entering the food and beverage establishments, please use the hand disinfectant that we have placed at the entrances of all establishments. All bars are equipped with protective plexiglass partitions and are serviced by our employee. Only one direction of movement of the guests is established. Please keep a distance of 1.50 m from the other guests. If necessary, meals will be organized in two shifts. All surfaces are cleaned and disinfected according to a schedule that is placed in a prominent place next to each of the objects. Biocide with viricidal or partial viricidal action is used. We offer the service "Food for home" in disposable packages and the opportunity to order it contactless - with a preliminary request with the exact time for delivery. We provide Breakfast and hot drinks in disposable packaging.

- À la carte option for home
- Gourmet plate
- Providing food in disposable packaging



We have planned to use a buffet behind a transparent partition, which is provided by an employee with a face mask and gloves.

Sports and entertainment

Sunbeds, umbrellas are located according to the requirements for minimum distance. The movement is performed in one direction. It is not allowed to move them, as well as to reserve sunbeds with personal belongings. The hotel staff reserves the right to remove your personal belongings. Sports activities, as well as the number of participants in them will be in accordance with the requirements for social distance.

Please pay special attention to your children, who must also strictly follow all the imposed rules!

In case of doubt about you or your loved ones about COVID-19 or notice symptoms such as fever, cough, difficulty breathing, sore throat, runny nose, fatigue, muscle aches, notify the reception by phone immediately. Never leave your room. When a guest with COVID-19 is identified, the instructions of the Ministry of Health will be followed, namely: the guest will be isolated in a pre-designated room. Further steps in his treatment will be specified on the spot by the medical authorities, according to his condition. The hotel will not be quarantined and will continue to operate in compliance with all recommendations of the health authorities.

Stay healthy and enjoy your stay to the fullest!
Your security is our duty!

Mrs. Radostina Panteleeva

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