

# **COVID 19 UPDATE**

We're more than a hotel, we're a home and family, and we care passionately about each and every one of our guests and that starts with your safety and wellbeing.

As we stand together against covid-19, we've put a number of measures in place to ensure our guests and visitors remain safe, comfortable and preotected.

We're staying, up to date with all glibal and local governmental protocols and our ever-smiling reservations tema is hard at work to answer all your questions and queries quickly!

### " The safety and health of our guests and visitors is one of our top priorities "

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## **HYGIENE MEASURES**

To keep everybody safe and happy, we've taken a number of measures to ensure hygiene standards are its highest.

Beyond creating notices providing hygiene best-practice info, we've increased daily cleaning with the frequent disinfecting of touch points like oor handles, have implemented a policy for safe distancing during breakfast.

Our Laundry is certified with ISO9001:2015 which guarantees high international standards of a cleaning management structure and follows the ISO14065:2016 a European Standard that describes a risk management approach, called Risk Analytics and Bio– contamination Control (RABC), designed to enable laundries to continuosly assure the microbiologic quality of laundry processed textiles. The RABC approach applies for laundry market sectors where it is necessary to control bio-contamination, e.g. pharmaceuticals, medical devices, food, healtcare and cosmetics. In our case we apply it to our Travelroma Hotels to prevent risk of Covid –19 contamination.

We'd like to thank you all for your ongoing patience, oprimism and undertanding as we deal with your questions and queries as quickly as possible.