



JAN HOTELS



WE CARE
Our response to COVID-19.



Hotel Cărol

Hotel Leonardo
PRAHA





Prague, June 2020

Dear Valued Guest,

Hospitality at its core is about taking care of people. The safety and well-being of our guests and employees has always been our number one priority. As we resume operating our properties, we do so with new and improved processes in place to ensure that our hotels will be cleaner and safer than ever before.

To meet the challenges presented by the ongoing COVID-19 pandemic, **Jan Hotels** are proud to implement the industry leading **WE CARE standards**, as formulated by the Association of Hotels and Restaurants of the Czech Republic (AHR ČR) in cooperation with the Ministry of Health of the Czech Republic.

This new initiative is focused on enhanced hotel cleaning practices, social interactions and workplace protocols, while ensuring transparency throughout the guest journey.

These **WE CARE standards** represent a new level of focus and transparency for an industry already built on cleanliness.

We look forward to the day when people are confident to travel more freely, knowing that our hotels are ready to safely resume caring for our guest.

Wish you a safe and pleasant with us

Eytan Goldman
Managing Director

Employee & Guest Health

Washing Hands & Hand Sanitizer



All hotel employees shall engage in frequent hand washing and use of hand sanitizer, as recommended by their regional hygienic station under the auspices of the Ministry of Health. Dispensers will be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, fitness area and other public areas as applicable to the property.

Front of the House Signage



During all times in which the usage of masks is recommended by the local health authorities, health and hygiene reminders are placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.

Employee & Guest Health Concerns



Well-being checks of all employees, including physical temperature checks will be carried out as needed.

Public Spaces and Communal Areas



Cleaning and disinfecting will be frequent (multiple times per day) with an emphasis on high-contact objects with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, room keys and locks, ATMs, gym equipment and surrounding areas, dining surfaces and all seating areas. Shared tools and equipment are disinfected after each shift or transfer to a new employee.

Guest Rooms



Cleaning and disinfecting protocols require that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Hotel Guest Elevators



Button panels are disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.

Food & Beverage



Food and beverage service will reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service will be replaced with a no-contact delivery method. Traditional buffet service is limited, but when offered, it should be served by an attendant wearing personal protection equipment and utensils will be washed and changed more frequently. Portion controls are emphasized to reduce food exposed for long periods. Sneeze and cough screens are presented at all food displays. Minimal items are placed on guest tables to allow for effective disinfection in between each guest.

Keep the distance in detail

Physical Distancing & Queuing



Guests will be advised to practice physical distancing by standing at least 2 metres away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas are clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. Where applicable, lobby furniture and other public seating areas are reconfigured to promote social distancing.

Guest Rooms



In anticipation of individual concerns of guests, housekeeping will not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping will maintain the practice of cleaning rooms thoroughly following check-out.

Meeting and Convention Spaces



Meeting and banquet arrangements allow for physical distancing between guests based on current government recommendations.

Hotel Front Desk, Concierge, and Parking Services



Front desk agents practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees minimize contact as much as possible. In addition, van and shuttle service will be limited, and disinfecting of contact points is required.

Back of the House



Physical distancing among all employees are practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.

Contacts



Hotel Carol

Hotel Leonardo
PRAHA



Hotel Duo

Teplická 492, Prague 9
E: info@hotelduo.cz
T: +420 266 133 111
www.hotelduo.cz

Hotel Leonardo

Karoliny Světlé 23, Prague 1
E: info@hotelleonardo.cz
T: +420 239 009 239
www.hotelleonardo.cz

Hotel Carol

Kurta Konráda 12, Prague 9
E: info@hotelcarol.cz
T: +420 284 019 911
www.hotelcarol.cz

Hotel Růže

Horní 154, Český Krumlov
E: info@hotelruze.cz
T: +420 380 772 100
www.hotelruze.cz

Hotel OLDINN

Nám. Svornosti 12
E: info@hoteloldinn.cz
T: +420 388 288 888
www.hoteloldinn.cz