

Dear Guest,

we are pleased to inform you that from June, 15th, Semeli Hotel re-opens its doors. One of our highest priorities this year is the health, safety, and security of our guests, team members, and business partners. COVID-19 has fundamentally changed the way we live, and we are adjusting our daily operations to fit within the new normal. In response to this, we and a team of experts have reviewed our existing health and safety processes and developed a new safety protocol. This in-depth cleanliness and disinfection protocol was created and is designed to ensure your safety and peace of mind from check-in to check-out.

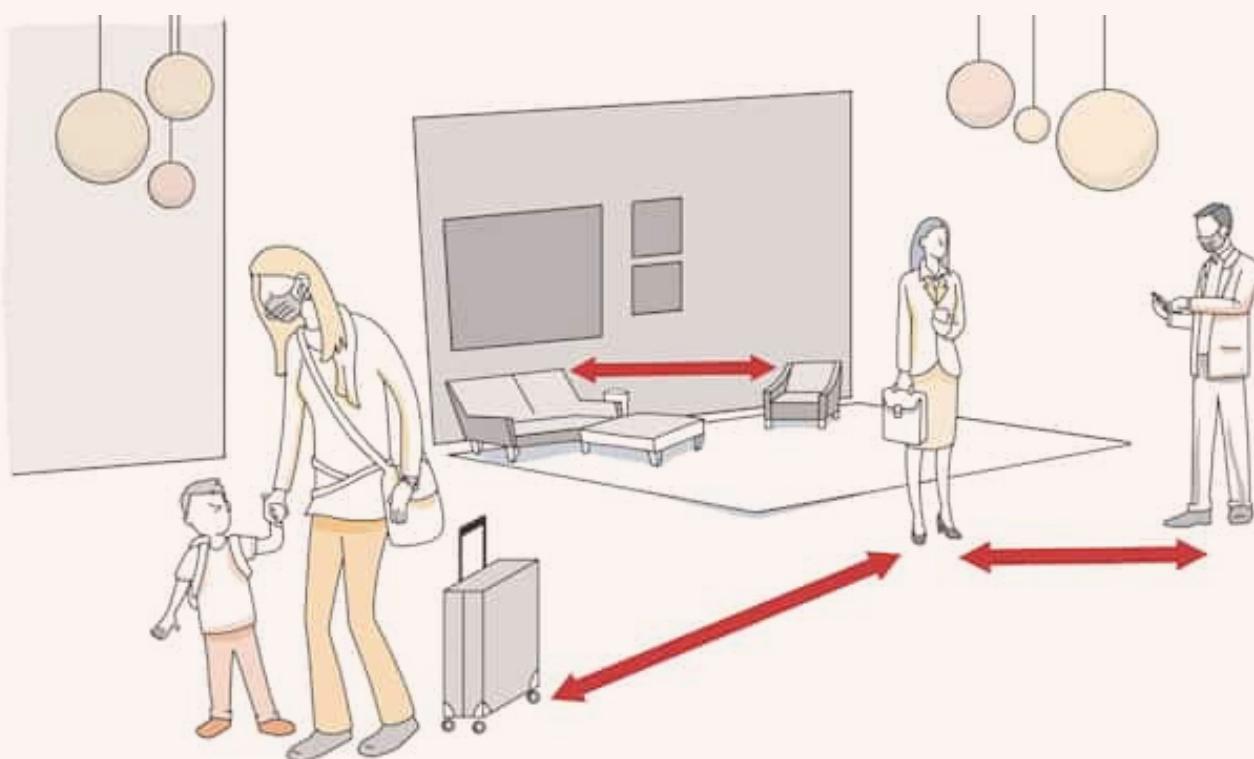
It will definitely be a different summer, but together we can turn it into another unique experience.

What are the new protocols?

A new 20-step protocol is currently being introduced to our hotel. New cleaning and disinfection procedures, increased attention to safety in communal spaces, protective equipment, and updated training for team members are included in the new protocols. These protocols describe specific processes and measures that are designed to make you feel confident when you visit us.

1. Physical distancing

Implement physical distancing measures throughout the hotel.



3. Doctor's Office

24h Medical coverage by a doctor on duty within the hotel



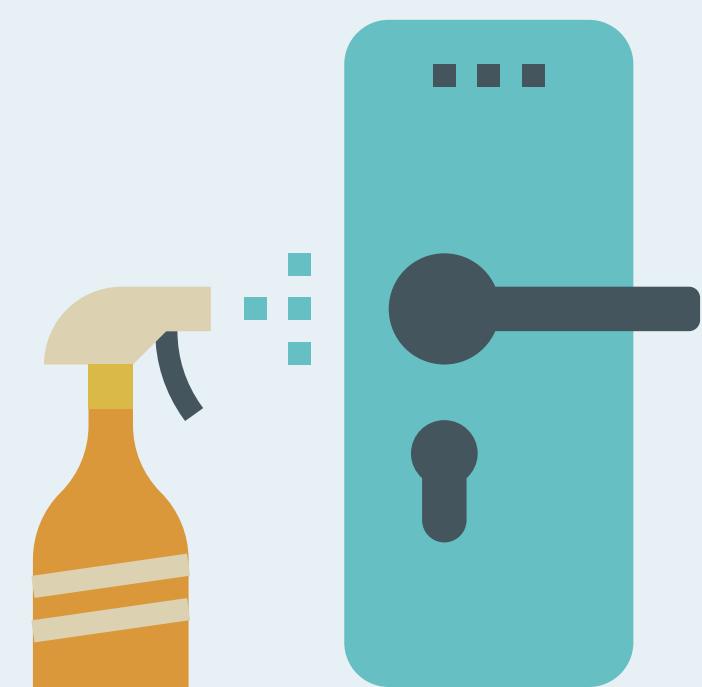
5. Sanitizing stations

Install alcohol-based hand sanitizing stations near the front entrance and public areas.



2. Increase cleaning and disinfecting

Increase cleaning and disinfecting frequency throughout the hotel, paying attention to high-touch items.

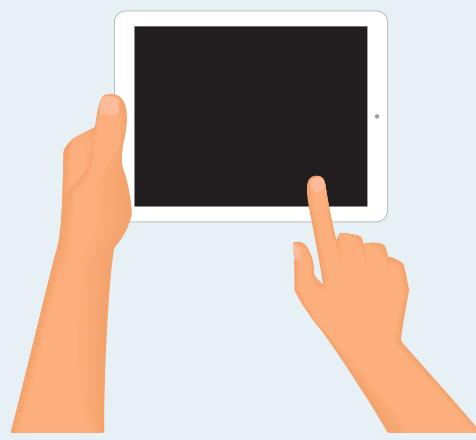


4. Protective barrier

Install protective screens at the front desk.

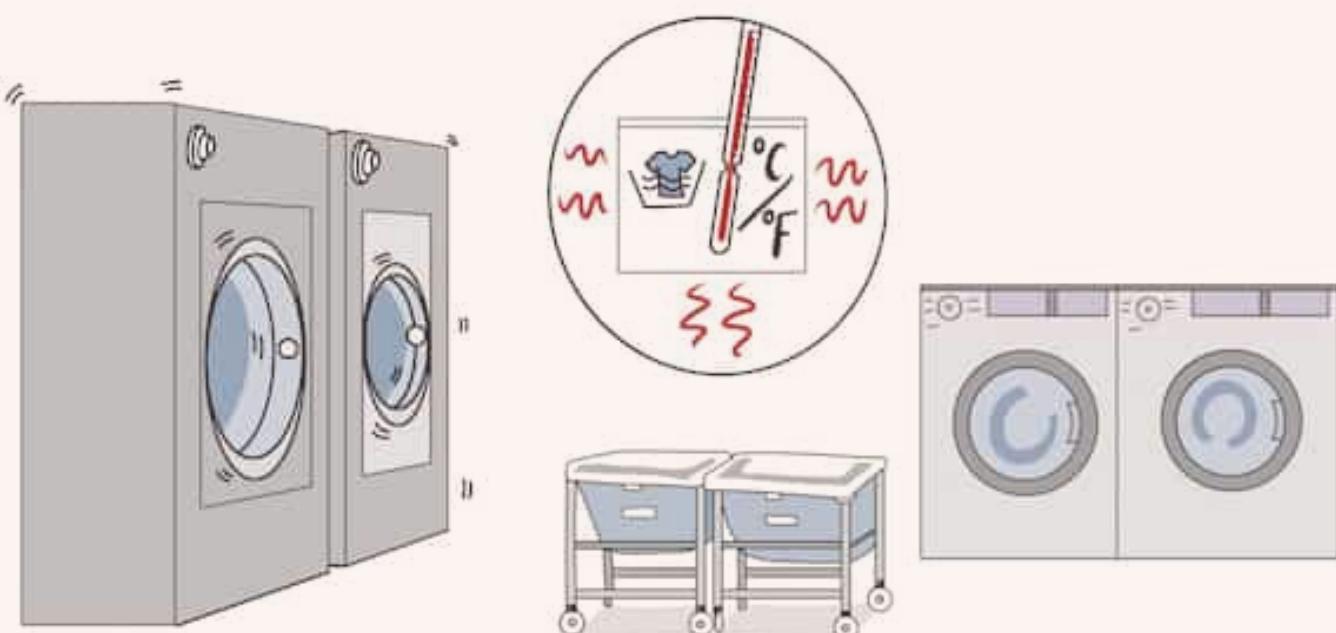
7. Web Check in – Web Check-out

Provide a web check-in | Check out process to minimize contact with team members.



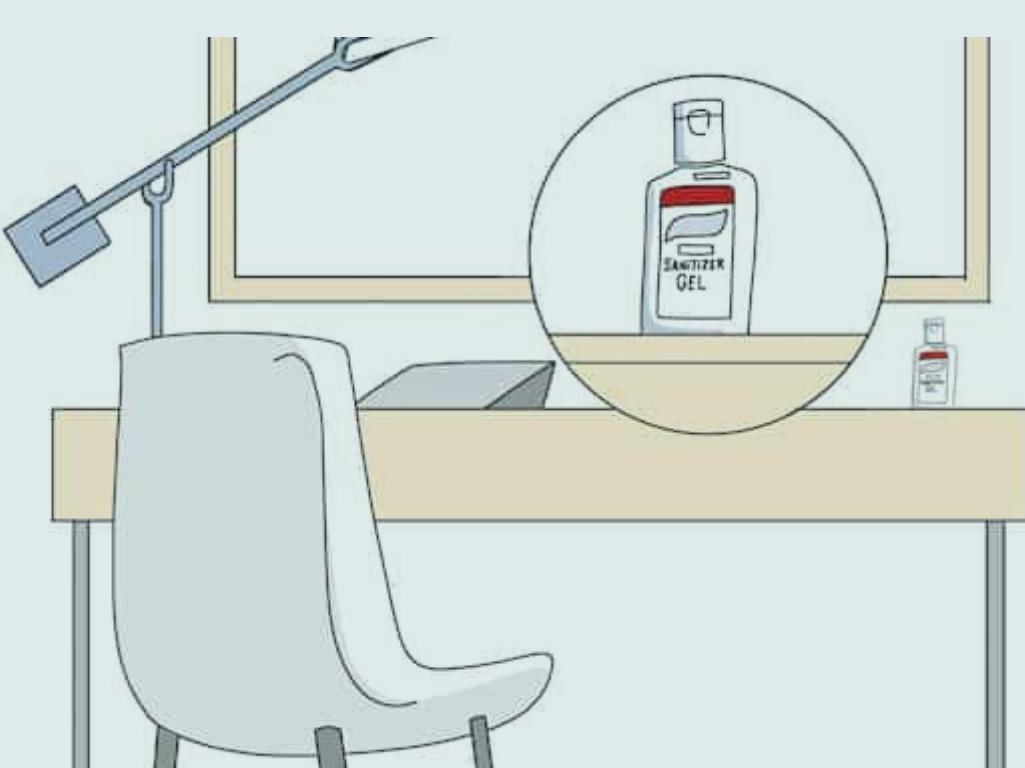
9. Linens

Wash all linens at a high temperature for optimal disinfection.



11. Travel-size hand sanitizer

Provide each guest room with a travel-size hand sanitizer.



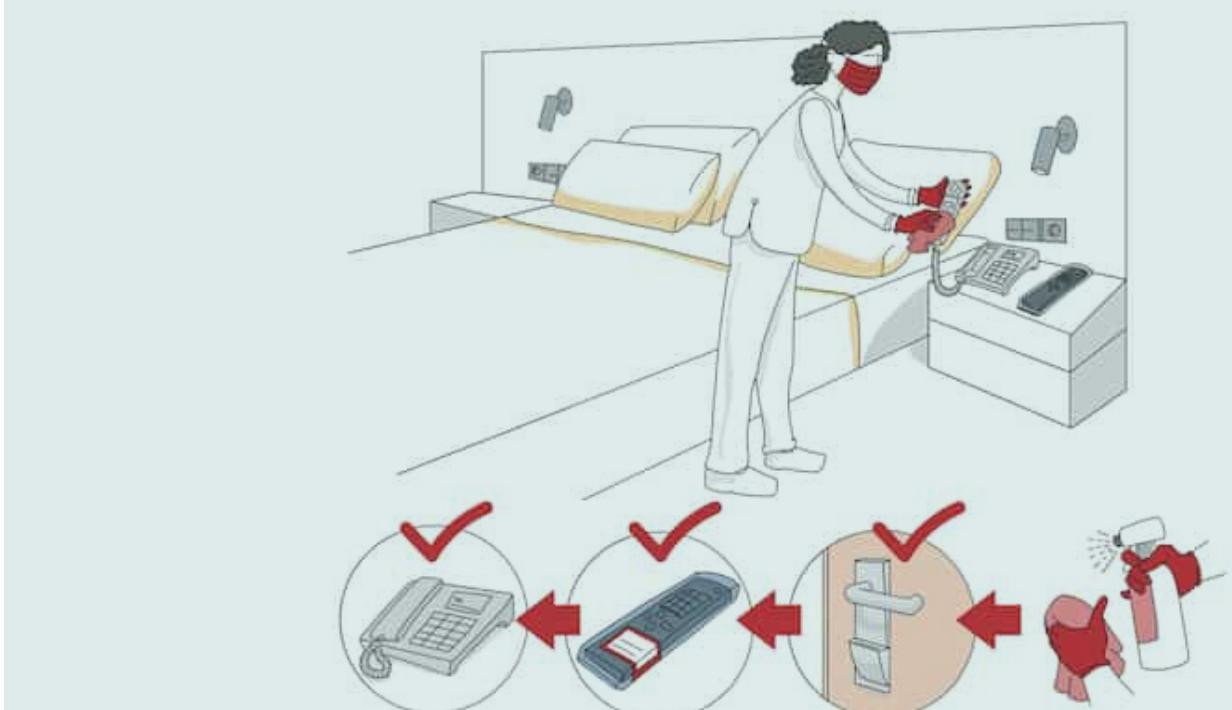
6. Disinfect key cards

Provide clean and disinfected key cards upon check-in.



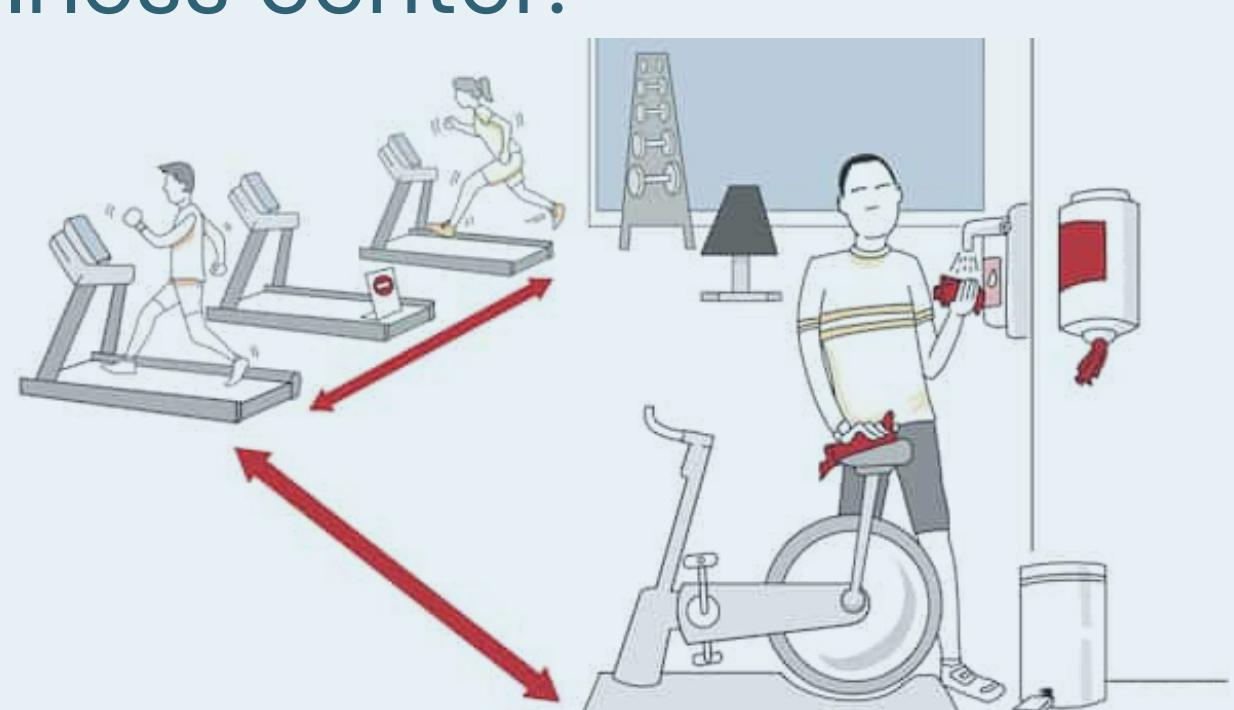
8. TV remote

Provide a clean and disinfected TV remote in an individually sealed and protective bag.



10. Pool and other wellness areas

Provide sanitizer and disinfectant wipes in our fitness and wellness center.



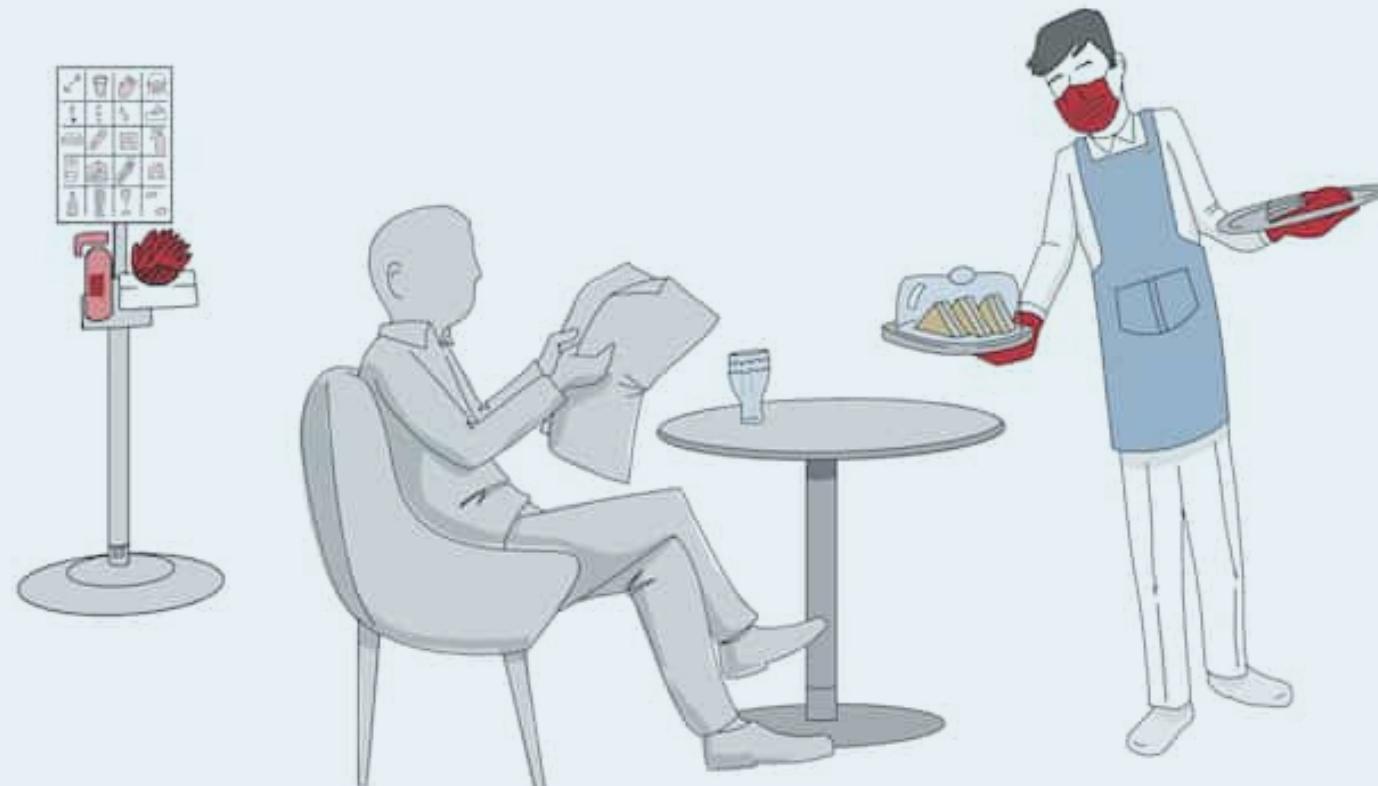
13. Super Flex cancellation policy

no deposit needed for reservantions and free cancellation 1 day before arrival



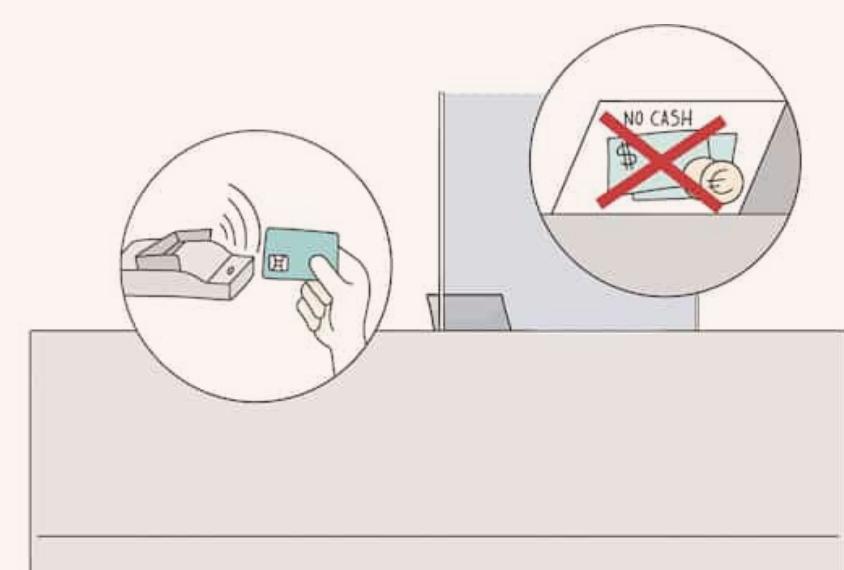
15. Food safety

Adhere to the strict safety procedures while serving all food and beverages.



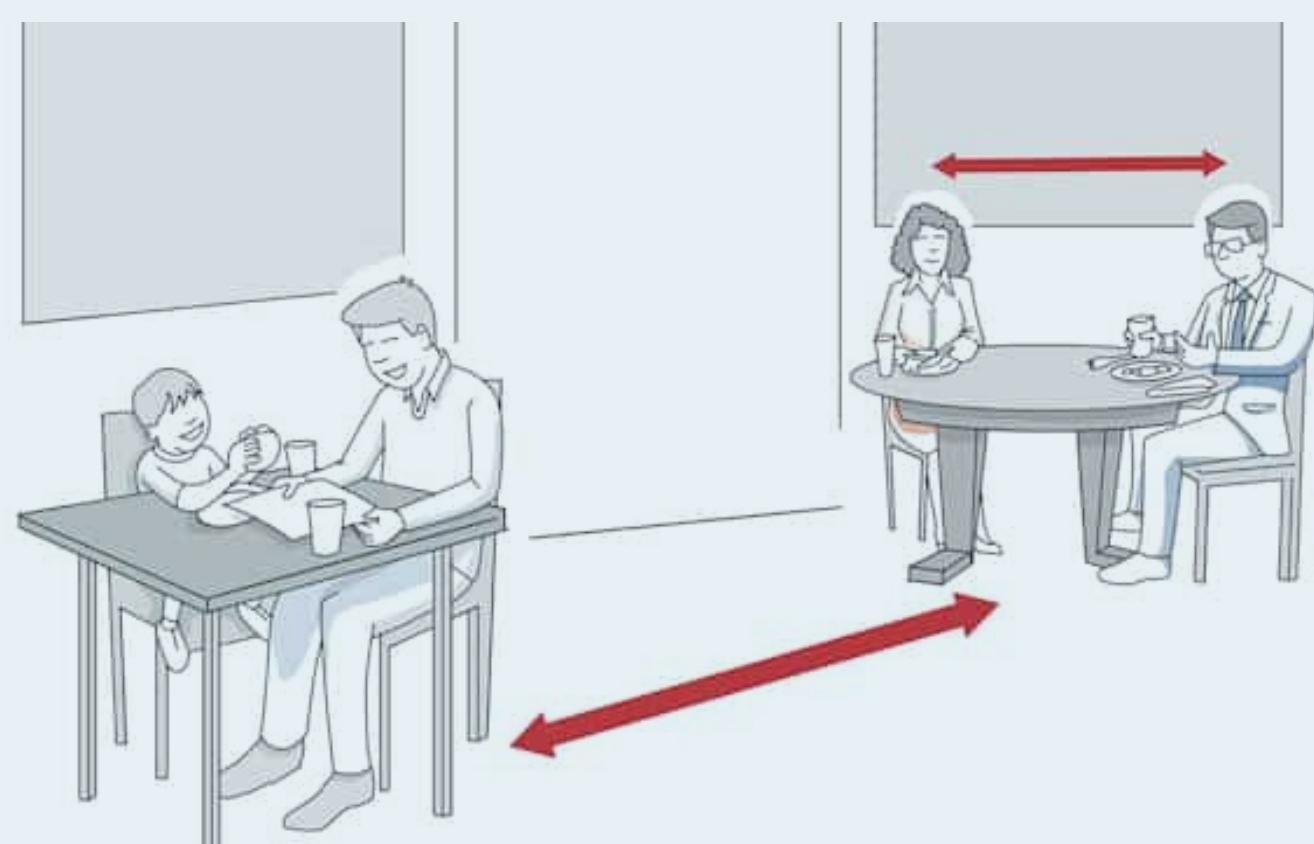
12. Methods of payment

Offer cash-free methods of payment.



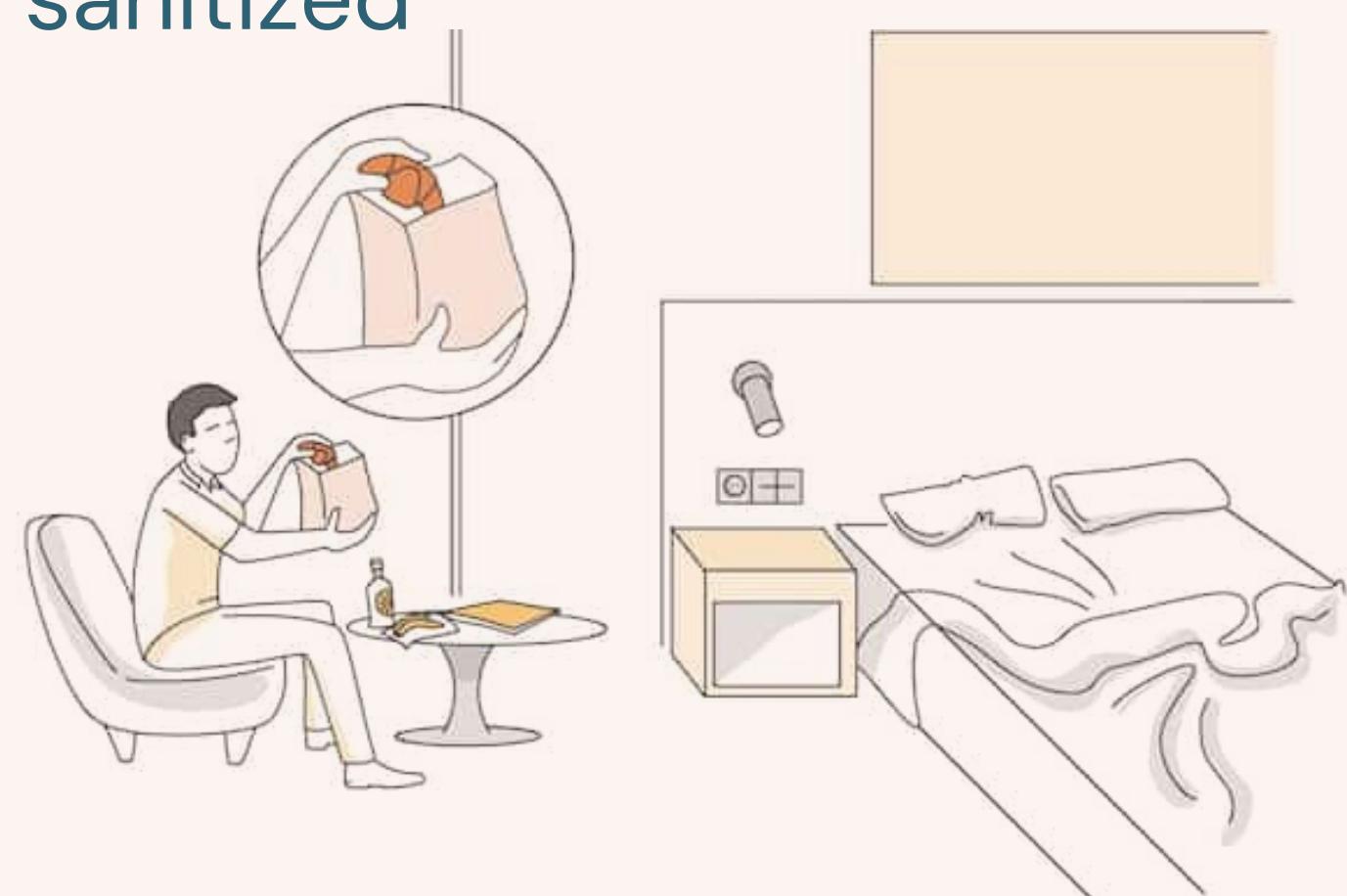
14. Bars and restaurants

Space tables apart in restaurants and bars to provide physical distancing.



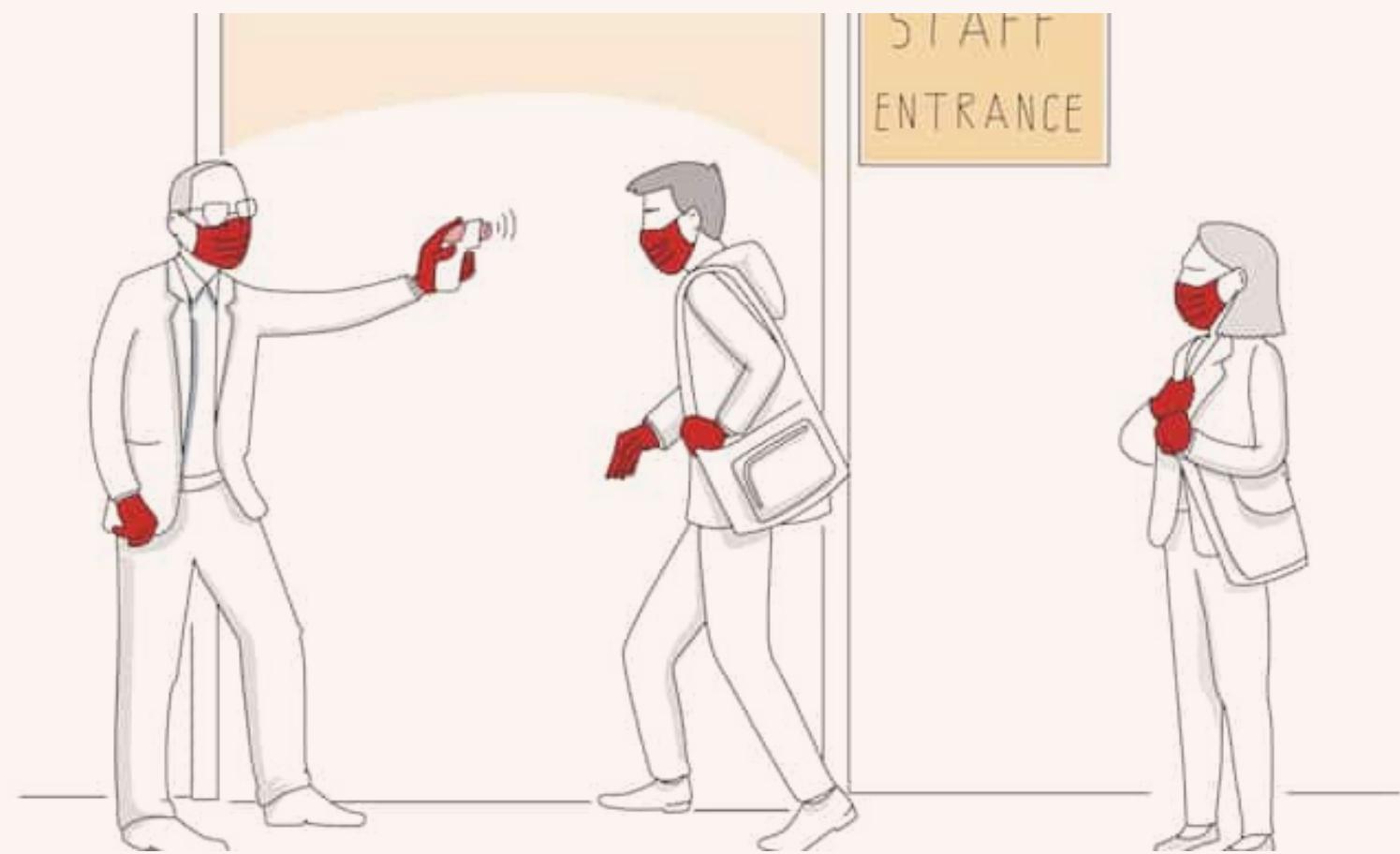
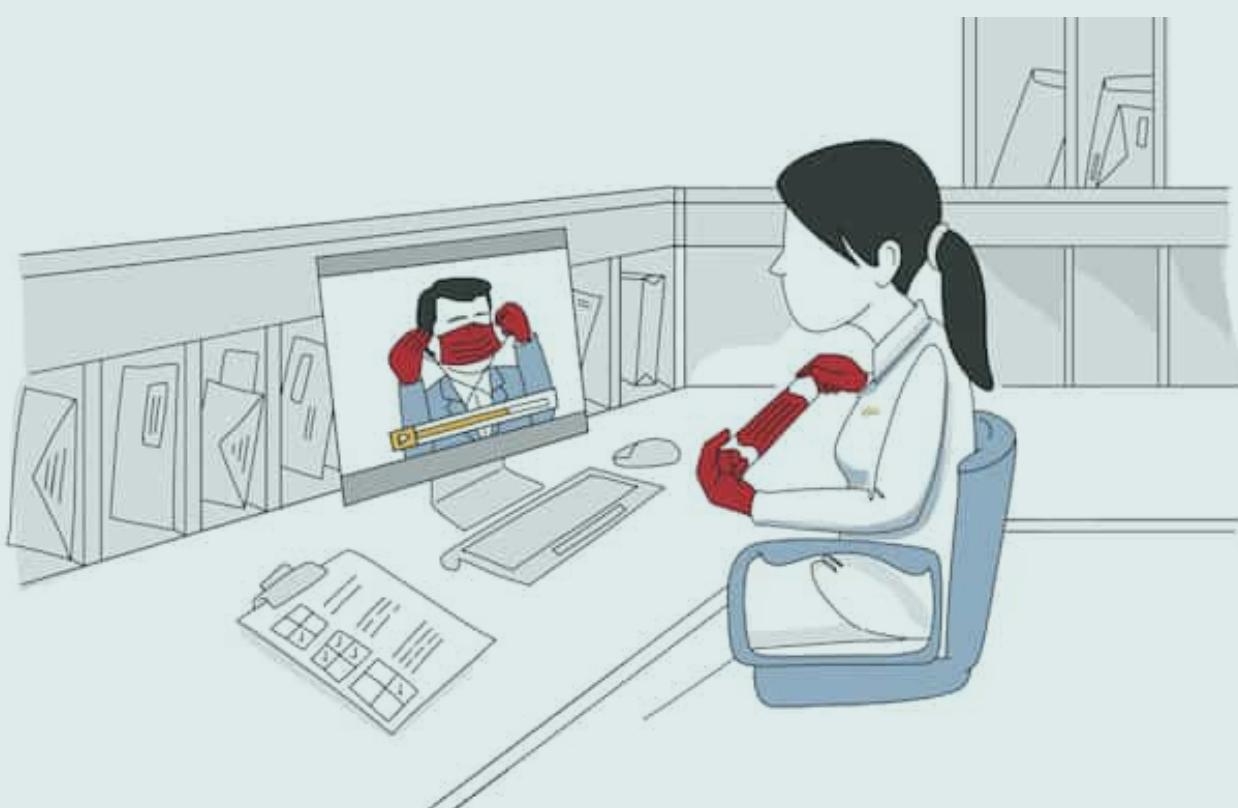
16. Minibar

All Mini Bars are empty and sanitized



17. Team training

Provide team members with comprehensive hygiene and prevention training program.



18. Team member temperature checks

Administer temperature checks for team members and suppliers, when legally permitted or required.

19. Team member PPE

Provide team members with personal protective equipment.



20. Digital Hotel directory and restaurant menus

QR code technology is implemented around the hotel for a contactless experience



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