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Monastery Estate Hotels – Hygiene Actions

A. General

1. Disinfection of the all rooms and common areas
2. Training and supervising of all staff members
3. Availability of infrared thermometers
4. Water disinfection
5. Air-conditioning maintenance
6. Offer disinfectant dispensers in public areas to our guests
7. Measure the temperature of employees daily, before starting their shift
8. Implement HACCP & ISO where applicable

B. At the front desk (Arrival/departure) and Concierge

1. Disinfected pens & key cards
2. Availability of disinfectant gel and tissues at the front desk
3. Physical distancing with guests as advised
4. We will avoid overcrowding the lobby area
5. Doctor on call service
6. Information about pharmacies and hospitals at the area

C. F&B operations

1. We offer a la carte breakfast both at the restaurant and as room service
2. We offer room service for all our menus
3. Limit maximum capacity in the restaurant & bar
4. Placement of disinfectant gel and tissues at the bar and restaurant
5. All kitchen and restaurant staff wear gloves
6. We are washing utensils and cutlery with approved disinfectant.
7. We have adjusted menus to provide guests with healthy food and beverages that boost the immune system
8. Deliveries from our suppliers are handled with extra care and always wearing gloves
9. Credit card cleaning when handed to an employee and upon return



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10. Cleaning of POS terminal between transactions or when a different employee uses it
11. Changing of gloves or regular use of hand sanitizer between customers
12. Sanitizing of the tray prior to delivering it to the guests
13. Items like napkins and condiments placed behind the counter and provided upon request
14. Increased spacing between tables and breaking up larger rooms into smaller sections
15. Greater access (and visibility) or hygienic products such as wipes and sanitizers on tables and in public areas
16. Cutlery, glassware, and plates cleaned at tableside (or brought to the table packaged) for customer assurance
17. Removal of salt and pepper shakers and provide either in packets or on demand
18. Coverings over meal plates that are removed tableside
19. Pay-at-table functionality to avoid passing a credit card to a server
20. Digital menus available at the website

D. Housekeeping

1. Increase of frequency of the cleaning of public spaces and points of high contact.
2. Maids are wearing gloves at all times.
3. We use disposable equipment such as cloths or wash them daily by adding approved disinfectant.
4. We provide disinfectant gel and tissues in guest rooms.
5. Use of disposable in room cutlery and crockery.
6. We offer mini bar service and Housekeeping service upon request.
7. Maids enter the room only when the guests leave the room.
8. We provide medical masks only on request.
9. Bed linen and towels are washed at 60°C - 90°C.