

## STAY SAFE

### SAFE OPERATION PROGRAM AND LABEL FOR THE GUESTS

Latest opinion surveys have confirmed that, following the global pandemic experience, the travelling guests' decisions and behaviours will be fundamentally different from what was generally the case in the years past. The accommodation facilities' approach to the fundamental principles of viral contamination prevention and the risk of infection will become an additional factor in deciding on which hotels and guesthouses, as well as other categories of accommodation services, to choose. Already now, hoteliers across Europe, including our neighbours in e.g. Poland and Austria, are developing standards and safe operation labels supporting the standards, which do not merely seek to ensure the highest possible levels of safety for the guests and for the employees, but also double as an appealing marketing tool. Conference organizers have also included among their evaluation criteria an assessment of how the accommodation and congress facilities approach the issue of protection against viral infection affecting the guests. There is no doubt about it that this issue is not going to be a mere short-term trend, but that, mainly due to the growing sensitivity of guests and their fears of a possible infection, it will remain relevant also over the next few years.

The AHR CR is responding to these trends and is also trying to help its members communicate the safety of their operations. It has come up with a program and a safety label that all our members can be using for free. It is our goal to pay increased attention to this issue and to inform the guests about the implemented measures in a suitable form. We do not intend to create a new certification or introduce complex compliance checks. Our, and now also your, label is based on declaring more intense attention to this issue from the hotel side and, at the same time, on possible controls performed by the guest, who will have the opportunity to comment on the observance of the basic principles of safety and on his/her degree of satisfaction with the operations at any time. The AHR CR will then address any potential suggestions in cooperation with the given member facility. Already now, all your establishments meet the prerequisites of hygiene and safety as directed by the Government of the Czech Republic and by the current legislation. Apart from these measures, though, and at this time more than ever before, it is necessary to communicate all your efforts towards the guests.

There are many ways to assure your guests of that their stay is safe. The AHR has prepared a three-stage model for you, the members, which you can be using in your facilities.

## LEVEL 1

### INFORMATION LEAFLETS

Printable information leaflets are available that will encourage your guests to obey the rules. At this time, it is your responsibility to make sure that your guests get informed of these measures, as required by the regulation of the Ministry of Health. The leaflets have been prepared bilingually, taking various formats. They are available to you for download from the AHR website: <https://www.ahrcr.cz/en/projects/>.

HOTEL	
<p>Vítejte u nás. Jméno rádi, že jste tady. Zdraví a bezpečnost Vás i našich zaměstnanců je naší prioritou. Prosíme, dodržujte následující instrukce, chráňte tím sebe i ostatní. Welcome to our hotel. We are glad to have you with us. The health and safety of you and of our employees is our priority. Please follow the instructions below to protect yourself and others.</p>	
<p><b>Nevstupujte do hotelu, pokud se cítíte nemocni</b> Do not enter the hotel if you feel unwell</p>	<p><b>Noste roušku ve společných prostorách</b> Wear a face mask in common areas</p>
<p><b>Dodržujte rozestupy od ostatních hostů i personálu, minimálně 2 metry</b> Keep a minimum distance of 2 meters from other guests and staff</p>	<p><b>Při vstupu do hotelu i na toaletách použijte dezinfekci na ruce</b> Use hand sanitizer when entering the hotel and the toilets.</p>
<p><b>Dbejte na zvýšenou osobní hygienu</b> - zvláště při návštěvě i objednání - speciálně při používání toaletní hořadly Pay attention to increased personal hygiene especially when in contact with objects that are used by other guests</p>	<p><b>Pokud je to možné, platě bezkontaktně</b> Use contactless payment options wherever possible</p>
<p><b>Respektujte pokyny a doporučení personálu v případě potřeby nás kdykoli kontaktujte</b> - contact us whenever deemed necessary</p>	
<p>ASOCIACE HOTELŮ A RESTAURACÍ ČESKÉ REPUBLIKY THE CZECH ASSOCIATION OF HOTELS AND RESTAURANTS STAY SAFE</p>	

RESTAURACE	
<p>Vítejte u nás. Zdraví a bezpečnost Vás i našich zaměstnanců je naší prioritou. Prosíme, dodržujte následující instrukce, chráňte tím sebe i ostatní. Welcome to our restaurant. The health and safety of you and of our employees is our priority. Please follow the instructions below to protect yourself and others.</p>	
<p><b>Při vstupu do restaurace použijte dezinfekci na ruce</b> Use hand sanitizer when entering the restaurant</p>	<p><b>Dodržujte rozestupy od ostatních hostů i personálu, minimálně 1,5 metru</b> Keep a minimum distance of 1.5 meters from other guests and staff</p>
<p><b>Roušku sundávejte pouze během konzumace u stolu</b> - vodíte-li se od stolu, opět si ji nasadte Only remove the face mask during your consumption at the table - if you move away from the table, put it on again</p>	<p><b>Dbejte na zvýšenou osobní hygienu</b> Pay attention to increased personal hygiene</p>
<p><b>Pokud je to možné, platě bezkontaktně</b> Use contactless payment options wherever possible</p>	<p><b>Respektujte pokyny a doporučení personálu</b> Follow the instructions and recommendations of the staff</p>
<p>ASOCIACE HOTELŮ A RESTAURACÍ ČESKÉ REPUBLIKY THE CZECH ASSOCIATION OF HOTELS AND RESTAURANTS STAY SAFE</p>	

BAZÉN, SAUNA	
<p>Děkujeme Vám za návštěvu. Prosíme, dodržujte následující instrukce, chráňte tím sebe i ostatní. Thank you for your visit. Please follow the instructions below to protect yourself and others.</p>	
<p><b>Dodržujte následující minimální rozestupy od ostatních návštěvníků: u bazénů 2 metry; u saun 1,5m; a to včetně čekací a odpočinkových zón</b> Keep the following minimum distances from the other visitors: 2 meters around the swimming pools; 1.5 meters in the saunas, including the changing rooms and relaxation areas</p>	<p><b>V prostorách saun používejte dezinfekci na ruce, antibakteriální mýdla a papírové utěrky</b> Use hand sanitizers, antibacterial soaps and paper towels within the sauna areas</p>
<p><b>Dbejte na zvýšenou osobní hygienu</b> - zvláště při použití toalet a saun Pay attention to increased personal hygiene especially when using toilets and changing rooms</p>	<p><b>Roušku sundávejte pouze při pobytu ve vodě či v sauně</b> Only remove the face mask when staying in the water or in the sauna</p>
<p><b>Při vstupu do prostor si vydezinfikujte ruce</b> Sanitise your hands when entering the premises</p>	<p><b>Respektujte pokyny a doporučení personálu</b> Follow the instructions and recommendations of the staff</p>
<p>ASOCIACE HOTELŮ A RESTAURACÍ ČESKÉ REPUBLIKY THE CZECH ASSOCIATION OF HOTELS AND RESTAURANTS STAY SAFE</p>	

## LEVEL 2

### STAY SAFE PROGRAM

We recommend the AHR CR members should be communicating the hygiene and safety measures they have been applying in their accommodation facilities. To this end and for the AHR CR members exclusively, a harmonised logo/label of the "Stay Safe" program is now available, which you can embed in your online channels and offline materials. The logo should be used in conjunction with the communication of your established measures and with the promotion of your services. We already have signals, and also from abroad, that the guests will be interested in knowing what safety measures the hotel or guesthouse has taken to protect them from viral disease. This program can also prove useful whenever promoting conference services or negotiating with their organizers.

We are convinced that the ultimate goal of each AHR CR member accommodation facility, which will have registered for the Stay Safe program, is to ensure such hygienic standards that will guarantee a safe stay for the guests and a safe workplace for the employees at the same time. Whenever this label is used, the customer should in any case be able to learn about the specific steps that the hotel has implemented in this area. The logo

also includes the name of our professional association, so it is intended just for the AHR CR members. We are convinced that the opinion of your guests regarding the level of services you provide is crucial for you. At the same time, the guests themselves are encouraged to contact the AHR CR if any shortcomings are revealed.

**The use of the logo is subject to the following conditions:**

The facility

1. Complies with all legislative obligations associated with the operation of the facility.
2. Meets all safety and hygiene rules declared as HACCP principles, including their regular updates resulting from the specific situation of the particular operation and region.
3. Follows the instructions of the Government and other state authorities in force at the given time.
4. Ensures all the necessary steps resulting from the current epidemiological situation, guaranteeing the maximum safety of guests, customers and employees.
5. Complies with the AHR CR's Code of Ethics.
6. Is a member of the AHR CR.

The program logo may be used solely in accordance with the above conditions and rules. To enrol in the program, the AHR CR member declares in the application his/her consent to the above terms and conditions. Subsequently to filing the application, the member will be immediately provided with the program logo in various formats, with a sticker included. The AHR CR reserves the right to withhold the label at any time in the event of a breach of the terms and conditions.

The application form is attached to this document and will be also available at <https://www.ahrcr.cz/en/>. Please send the completed registration form back to the AHR Secretariat, Kristýna Čenská - [censka@ahrcr.cz](mailto:censka@ahrcr.cz).



**SUGGESTED SAFETY AND HYGIENE MEASURES**

Below we have put together some ideas that, depending on the specific nature of your operations, can be applied in accommodation facilities and also declared towards your customers. Some of the practices listed below are commonly used in our operations, some are of a recommendatory nature and others may be viewed as a potential inspiration for you.

**PROCEDURES AND STANDARDS SETTING**

- Develop prevention standards, procedures in case of a suspected disease and procedures in case of a confirmed occurrence of the disease at your accommodation facility.
- Adherence by the employees and the suppliers to the more stringent hygiene rules in effect at the hotel.

- Train the employees on a regular basis.
- Create checklists for the employees (to ensure regular sanitation of the public areas).
- Check the symptoms potentially displayed by the employees and guests.
- Ensure that a safe distance is maintained between individuals in all publicly accessible areas of the accommodation facility.

#### CLEANING AND GENERAL SANITATION - COMMON AREAS, UTILITY ROOMS, GUESTROOMS

- Ensure regular cleaning of the rooms, interiors and equipment, at each workplace, using appropriate cleaning and disinfecting agents – starker hygienic measures (reception, lobby, elevators, conference and meeting rooms, business centres, restaurants, toilets, fitness centres, wellness, corridors, etc. – this also applies to the staff-only back-of-house areas).
- Strengthen the hygiene measures and sanitation practices concerning those items, which are touched by more persons, e.g.:
  - *Public spaces, receptions* - tables, chairs, counters, magnetic cards - keys, payment terminals, pens, door handles, door knobs, railings, switches, etc.).
  - *Rooms* - dispensers in bathrooms, controls, switches, hair dryers, coffee sets, telephones, bedside lamps, service manuals, mini-bars, irons and ironing boards, safe deposit box control buttons, etc. Introduce restrictions on use - magazines, stationery, bedspreads, decorative pillows, etc. Pay attention to disposable cosmetics in the rooms - whenever possible, disinfect also the packaging of the unused cosmetics after each guest's departure.
  - *Restaurants* - tables, chairs, children's high chairs, menus, promotions, etc.
- Keep the housekeeping staff informed of the correct uses of the personal protective equipment and of the need for hand disinfection to be performed immediately after removing the protective equipment and after completing the cleaning or sanitation works.
- Lay down strict rules for the storage and cleaning of work clothes and for the washing (also of table and bed linen).
- Ensure safe handling of linen to prevent its contamination (used laundry to go into bags after the cleaning work has been completed, strict separation of the used X clean laundry, etc.).
- Wherever possible, ensure regular ventilation of the rooms, including the guestrooms, after the guests' departure.

#### DISINFECTANTS, PROTECTIVE EQUIPMENT

- Make disinfectants available in the public areas of the hotel.
- Provide disinfectants and protective equipment in the guestrooms (e.g. gels, antibacterial soaps, facemasks, etc.).
- Make disinfectants and protective equipment available to the employees (facemasks, respirators, disposable gloves, hand cleaning and disinfecting solutions, disposable wipes, protective curtains e.g. in the reception, etc.).

#### SERVICES

- Broaden the range of services that will allow for minimising the contact with the hotel staff and other guests - these services to include e.g. the following:
  - Contactless payments.
  - Apps used for making reservations, checking in and possibly ensuring contactless access to the room.
  - Express check in/out via automatic kiosks at the reception.

- Virtual concierge.
- Hotel transfers provided by a contractual partner with an emphasis on guest safety.

#### FOOD AND BEVERAGE SERVICES

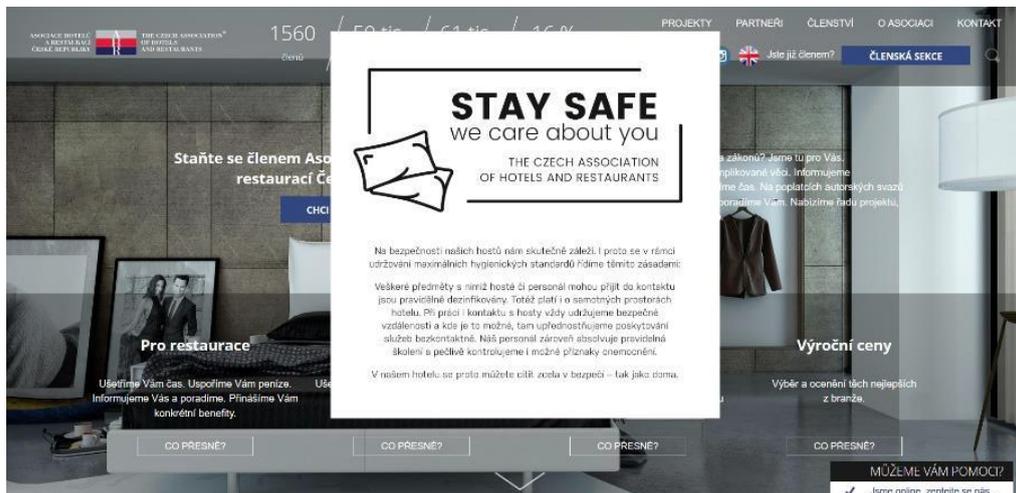
- Offer the possibility of delivering breakfast to the room (delivery of the entire room service range at no extra charge).
- Implement such food preparation and service procedures to protect food and beverages from the risk of contamination on their way to the guest.
- Whenever possible, prefer the presentation by individual portions of food at the buffet counter (where this is not possible, use rather smaller volumes of the prepared meals with more frequent replenishing).
- Minimise the guests' contact with the meals and inventories at buffets (if possible, meals are to be served by the staff).
- Do not place cutlery on the table until the guest has been seated.
- Pay attention to baked products handling, place them on the table only when the guest has been seated, or pack them in bags or protect them in another suitable way so that they cannot be touched by other guests.
- Make sure you clean and disinfect the coffee machines, juicers and other appliances more frequently, especially such their parts that are directly touched by guests.
- Whenever possible, make use of condiments in disposable packaging and bottled beverages.
- Prefer the usage of disposable napkins to the textile ones.
- Wash and disinfect the dishware and glassware in dishwashers, including the items that have not been used, as they may still have come into contact with the hands of the guests or the staff.
- As far as hand washing is concerned, follow the wash – disinfect – rinse sequence and use disposable paper towels for drying.
- Run the glassware rinsing process at a minimum temperature of 70°C.
- Prefer the use of electronic menus or sleeved menu cards that can be disinfected more frequently.
- Leave the room service trolleys in the hallway outside the rooms whenever possible.

#### MISCELLANEOUS:

- Clean and replace the ventilation system filters regularly.
- Regularly ventilate those rooms, in which the guests or employees have stayed for more extended periods.
- Prefer the types of waste bins that can do without manual opening.
- Communicate to the customer the frequency of the cleaning of toilets and possibly of other public spaces, too.
- Ensure that the suppliers adhere to the disease prevention procedures.
- Pay increased attention to the protection of your staff from the risk of infection - provide them with sufficient protective equipment and supplies corresponding with the nature of their work.

## COMMUNICATE YOUR HOTEL/GUESTHOUSE'S HYGIENE AND SECURITY MEASURES TO YOUR GUESTS

We recommend that you should communicate the measures you have taken to your guests. Not only to those who are already staying in your hotel/guesthouse, but also to those potential clients who are still making their decision. Those, who are deciding on whether to visit your property or not, may still be worried about travelling. Reassure them that their health and safety is your priority. The form, in which you will be communicating your measures, is all up to you. Everything changes dynamically over time, just as the scopes of activities you focus on may be changing, too. That is why we would recommend that, rather than presenting a list of all the measures taken, you should communicate the logo along with the information on that you have been paying special attention to the above-mentioned areas, i.e. safe staying in the room, disinfection of all public areas, restaurant services and prevention of any contamination affecting the food product. If a guest felt restricted by any of these measures, then you should refer to the fact that it is your effort to protect him/her and offer apology for any potentially less comfortable measures encountered. It is of crucial importance that your entire service team should also have sufficient information about the measures in place and be able to explain them to the guests.



Sticker:



Registration for the program:

Please send the completed application, which is enclosed to this document, back to the AHR Secretariat, Kristýna Čenská - [censka@ahrcr.cz](mailto:censka@ahrcr.cz). The application is also available at <https://www.ahrcr.cz/Upload/podklady-na-web/stay-safe-program-application.pdf>.

For more information visit: <https://www.ahrcr.cz/en/stay-safe-en/>

### LEVEL 3 STAY SAFE VIDEO

A 50-second video footage targeting the hotel guests – <https://exid.cz/restart/en/>

ANNEX NO. 1

**PROJECT APPLICATION FORM** - <https://www.ahrcr.cz/Upload/podklady-na-web/stay-safe-program-application.pdf>

#### "STAY SAFE" PROGRAM APPLICATION

THE CZECH ASSOCIATION OF HOTELS AND RESTAURANTS

**Applicant's data:**

Name and address of the company .....

Name and address of the facility .....

IČO (Company Identification No.) .....

Contact person's e-mail .....

Contact person's tel. ....

Facility's website .....

I hereby confirm that the operated accommodation facility meets the following conditions:

- ① Complies with all legislative obligations associated with the operation of the facility.
- ② Meets all safety and hygiene rules declared as HACCP principles, including their regular updates resulting from the specific situation of the particular operation and region.
- ③ Follows the instructions of the Government and other state authorities in force at the given time.
- ④ Ensures all the necessary steps resulting from the current epidemiological situation, guaranteeing the maximum safety of guests, customers and employees.
- ⑤ Complies with the AHR CR's Code of Ethics.
- ⑥ Is a member of the AHR CR.

Date: .....

Applicant's name: ..... Applicant's signature: .....

By fulfilling the above obligations, the member is entitled to use the "Stay Safe" label and logo in accordance with the terms and conditions of the program. The AHR CR reserves the right to withhold the label at any time in the event of a breach of the conditions.

I agree with the provided data to be used for marketing purposes, fully in accordance with my AHR CR membership. As far as the Stay Safe project is concerned, marketing purposes shall mean primarily the possibility for the AHR to communicate the participating accommodation facilities in both the off-line and online environments to the extent of publishing the name, the address and the website of the given facility.

I agree  I do not agree



Please send your application to the AHR CR Secretariat, Kristýna Čenská, e-mail: [censka@ahrcr.cz](mailto:censka@ahrcr.cz)