In response to the COVID-19 pandemic, we have introduced precautionary measures at all our hotels to ensure the stay with us is safe and relaxed.

Within the hotel, we have increased sanitary and hygienic measures including the disinfection and sanitation of all hotel areas. Our measures include:

**GENERAL**

* Ensured designated space 1,5 m of between guests at the reception during check-in, re-arranged furniture to allow suitable space for social distancing throughout the property
* Signage and distance markers in place in key areas to remind guests on social distancing protocols and precautionary protocols
* Use of personal protective equipment during interaction with guests (front office staff, restaurant staff, wellness staff)
* Hand sanitizer stations installed throughout public areas at guests’ high-contact points and in back-of-house areas
* Enhanced sanitation procedures in all hotel key areas
* Increased frequency of cleaning and disinfection of public areas (including lobbies, elevators, restaurants and bars, restrooms, etc.)
* Enhanced disinfection of floors in reception areas and restaurants
* Frequent disinfection of the elevator control panel and staircase handrails
* Frequent disinfection of handrails on chairs
* Heightened cleaning and sanitation protocols for public restrooms
* Limited occupancy of elevators (up to 2 people), unless it is a family group
* Provision of protective masks and gloves for our guests on request
* COVID-19 awareness, education, and training of all employees
* Removal of lobby brochures, magazines, and newspapers to reduce areas of potential cross-contamination (all publications are available on request as a personal copy)

**ACCOMMODATION UNITS**

* Enhanced cleaning and sanitation protocols in guest rooms focusing on high-touch points in guest rooms (including light switches, door and window handles, remote controllers, thermostats, water faucets, hangers etc.)
* Collateral paper items in guests’ rooms have been minimized
* Linen and towels in guests’ rooms are changed upon request
* Extra blankets and pillows have been removed from guest rooms and are available on request
* Daily housekeeping service during a guest’s stay may be modified in accordance with guest requirements
* Contactless option for drop-off and pick-up at door available for room service delivery

**FOOD AND BEVERAGE FACILITIES**

* Food and beverage services have been adjusted in accordance with current safety recommendations
* Enhanced food safety and hygiene protocols
* Guests are kindly requested to wait to be seated
* Restaurants are providing a-la-carte service, where possible. Where buffet service is offered, no self-service will be available while guests will be served by a chef at buffet stations
* Restaurant/Bar seating allocated to safeguard social distancing
* Disinfection of buffet tables after each service
* Menus replaced by disposable/’easy to clean’ forms or in digital formats
* Daily deep disinfection of hotel kitchen areas

**BEACH AREA**

* Furniture set-up in beach area rearranged to encourage social distancing protocols
* Use of sanitary masks while using public toilets in the beach area is mandatory for both guests and employees
* Pre-pool showering is mandatory

We will be updating the above measures in accordance with the changes with the COVID-19 situation and in accordance with Macedonian Government guidelines.

All our employees and hotel staff are familiar with all the prescribed procedures in this situation and are educated to provide information and help to our guests if needed.

We are closely monitoring the development of the situation and are ready to introduce any new measures that are necessary to keep our guests and employees safe and well.

In the meantime, we look forward to better times and to welcoming you back to Hotel Drim in the coming months.

Yours truly,

Hotel Drim