

Hygiene Standard Plus

25 measures for hygiene and protection at Sava Hotels & Resorts

For your safety and protection, Sava Hotels & Resorts has introduced a number of hygiene measures in keeping with the recommendations issued by the National Institute of Public Health (NIJZ) and the measures and recommendations drawn up by the World Health Organization (WHO). Working with our medical staff, we have enhanced these measures to ensure your maximum protection.

General

1. Thermal imaging cameras for measuring body temperature have been installed at our reception desks.
2. All individuals are requested to keep a distance of at least 1.5 m from other people.
3. Contactless, sensor-operated hand sanitisers are provided in all common areas.
4. All commonly used surfaces are regularly sanitised (reception desks, lift buttons, tables, knobs and handles, etc.).
5. All rooms and areas are aired several times a day. We have further improved our air circulation processes to ensure cleaner air.
6. We try to avoid handling paper, pens, and printed materials as much as possible.
7. We recommend using contactless payment.
8. Guests are provided with a personal protection pack, containing a face mask and sanitising wipes.
9. We advise against using the lift in groups, and recommend taking the stairs.
10. All textiles are washed at high temperatures for optimal disinfection.

Hotel room

11. In our hotel rooms, we have identified 8 surfaces that guests most commonly come in contact with. We make sure that these surfaces are cleaned and sanitised particularly carefully and more frequently.
12. After the room is cleaned and sanitised, the door is sealed with a special sticker, as a sign that nobody else has entered it until the guest arrives.
13. Guests can decide that nobody may enter their room for the duration of their stay. In this case, we recommend regularly airing the room.

14. The room keys/access cards are sanitised for each guest and safely handed over to the guest.

15. All decorative elements on upholstered furniture and beds have been removed.

Food

16. All food is prepared and served in keeping with strict safety protocols.

17. Restaurant tables are spaced at least 1.5 m apart. We have limited the number of people that can use the common areas.

18. We have limited the number of guests in restaurants and bars.

19. Meals are also available as room service, or packed lunches that you can take with you.

Wellness

20. The whole room is thoroughly sanitised after each treatment (massage, facial care, body care, beauty treatments).

Pools and water parks

21. Loungers should be kept at least 1.5 m apart.

22. We have limited the number of people using the pools.

23. We have increased the frequency of cleaning and sanitising the pools and poolside areas.

The staff

24. Only healthy staff may come to work. We check the health status of our staff every day.

25. Our staff attend regular training sessions in keeping with internal training programmes on protection, hygiene, and safety. We also provide all necessary personal protective equipment for our staff.

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The 8 surfaces that guests most commonly come in contact with in hotel rooms are cleaned and sanitised particularly carefully and more frequently.



1.

Hard surfaces

Desks, nightstands, shelves.

2.

Knobs and handles

On doors, wardrobes, drawers.

3.

Light switches

Wall lights, ceiling lights, desktop lights.

4.

Air conditioning remote control

7.

TV remote control

The TV remote control is packed in a protective bag, which is replaced for each new guest.

5.

Bed

Bed linen and bed frame.

8.

Bathroom

Toilet, washbasin, shower, bathtub, taps, fittings, hangers, knobs and handles, hairdryer, toiletries.

6.

Phone and safe

Phone, safe door handle and safe keypad.

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