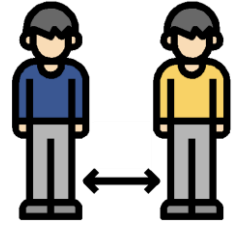




# After Pandemic Service Quality Standards of Baia Hotels

While determining our post-Covid-19 service standards for our valued guests, we carefully focused on 5 main criteria.

# Social Distancing



Since the social distancing is the main measure, we have worked on our Hotel's sheet plan, taking the WHO's standards in consideration, to see how many sun loungers we can lay around the pool and on the beach, how many tables and chairs we can put in the restaurants and in the bars in order to find out our service capacity after pandemic. We did the same work for the areas which used by our staff as well. Our motto is "Healthy Staff – Healty Customers".

# Disinfection



Already for many years and still we work with Quality Management Systems which is regularly controlled by an international audit company. Now we add some more long lasting and harmless disinfection applications to our standards and we use all possible disposable hygienic materials for a safer stay.

# Non-Touch Public Areas



In the end of 2019 we have started a comprehensive renovation in our Hotel. Now we are turning this situation into an advantage and we are changing both staff and customer public area doors to non-touch labyrinth dorrs or to non-touch sensor doors. Besides that we are turning the open buffets to transparent kitchen corners.

# Information Flow



In order to minimize the contact within the hotel and to offer more comfort for our customers we will share all general information about the hotel via an online application. The application will also allow our customers to ask for some additional services.

# Staff Trainings and Emergency Plan



In addition to our annual training schedule we plan some more trainings about our new service standards. We also combine the trainings with the emergency plan in which our contracted health care provider and workplace doctor are also involved for a safer stay.



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