



welcome back

Dear guests,

Dear business partners,

in the context of a global pandemic “Covid-19”, we inform you about the basic rules and guidelines for work and stay at the hotel “Aquamarine”, Sunny Beach.

All rules and guidelines are based on the announced by the “Ministry of Tourism”:

1. Ministerial Order N: T-RD-04-3 of March 15, 2021
2. Annex to Ministerial Order N: T-RD-04-3 of March 15, 2021, Version 10
3. Rules for application of anti-epidemic measures in the tourist sites during the summer season 2021 from March 15, 2021.

Aquamarine Hotel reserves the right to change the internal rules at any time, in accordance with changes, guidelines and new orders from the Ministry of Tourism, the Ministry of Health and the Regional Health Inspectorate Burgas.



WEARING A MASK

- It is mandatory for employees and guests at the Aquamarine Hotel to wear a protective face mask indoors, for single or multiple use cases, covering the mouth and nose.
- The use of a personal protective mask is recommended. In case the guest does not have a mask, he/she should contact the hotel staff for more information.



SOCIAL DISTANCING

- Observance of a physical distance of at least 1.5 m is mandatory for employees and guests at the Aquamarine Hotel.
- Upon the arrival of tourists, the flow of guests in the hotel is regulated and controlled, not mixing incoming and outgoing flow. Please follow the information boards on site.



SANITIZATION

- Available to guests and staff are disinfection stations located at the reception, lobby bar, pool bar, the restaurant, as well as in the shared bathrooms in the lobby and the restaurant.
- Common areas and surfaces are cleaned and disinfected regularly according to a pre-approved schedule.



RECEPTION DESK

- Upon arrival, the guest should wait his turn for accommodation at a distance of at least 1.5m from other guests and staff.
- A maximum of 1 guest or 1 family is allowed at the reception.



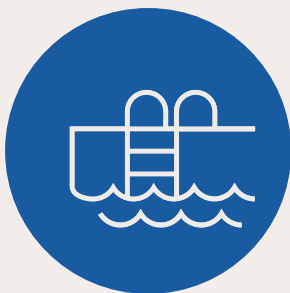
ELEVATOR

- Wearing a face mask is mandatory when using an elevator.
- It is recommended to use an elevator by 1 person or 1 family.
- It is recommended to use stairs, especially for ascent/descent to and from lower floors.



ROOMS

- All rooms and bathrooms are thoroughly cleaned, disinfected and ventilated before accommodating new guests.
- All rooms are cleaned and ventilated daily during the guests stay.
- The hotel bed linen/sheets, duvets, pillowcases and towels are washed at a temperature of 70 degrees Celsius and machine dried and ironed.



SWIMMING POOL

- The use of the pools on the territory of the hotel is allowed.
- It is recommended to keep a distance when swimming and playing in the pools.



SUNBEDS & UMRELLAS

- The sunbeds and umbrellas around the pool are placed at a distance in accordance with the requirements of the ministerial orders of the Ministry of Tourism and the Ministry of Health.
- One umbrella is allowed to be used by up to 2 people or up to the number of members of 1 family.



LOBBY BAR & POOL BAR

- At the bars on the territory of the hotel, a maximum of 1 guest or 1 family is allowed.
- The guest should wait his turn for service at a distance of at least 1.5m from other guests and employees.
- Guests and employees of the Aquamarine Hotel are required to wear a face mask when directly serving the lobby bar and pool bar.



RESTAURANT

- The hotel provides distance between the individual tables, in accordance with the orders and regulations of the Health Authorities of the Republic of Bulgaria.
- When self-serving under the 'All Inclusive' system, guests are required to wear protective masks and protective gloves.
- The hotel provides safety equipment - masks and gloves.
- It is recommended to use a disinfectant before serving.
- Guests are not required to wear a face mask, sitting at tables and consuming food and beverages at a distance of at least 1.5m from other guests and staff.
- All utensils and cutlery, except disposable ones, are machine washed at temperatures above 70 degrees Celsius.

GUEST WITH SYMPTOMS OF COVID-19

- The specific orders of the Minister of Health and the recommendations of the Regional Health Inspectorate, Burgas, are observed.
- If a guest is with symptoms of COVID-19 and suspected of having a coronavirus infection, the guest is isolated in a pre-prepared room. The hotel is not quarantined.
- The guest is provided with a protective mask and disinfectant.
- The medical center or doctor (with whom the hotel has a contract) is notified.
- The hotel strictly follows the instructions and recommendations of the health workers of the medical institution, the Regional Health Inspectorate or the Emergency Medical Center.
- The Tour Operator is notified in case the guest has arrived through an organized vacation by the Tour Operator.
- The hotel assigns 1 person (not different employees), if necessary, to take care of the guest who is with symptoms until the arrival of the medical staff.
- All hotel employees, regardless of their position, work according to the “Instructions and internal rules for healthy and safe work in Covid-19 environment”.

EMPLOYEE WITH SYMPTOMS OF COVID-19

- The employee is temporarily suspended from his/her work duties (in accordance with the legal provisions of the Republic of Bulgaria) until the reasons for the condition are clarified.
- The employee is provided with a protective mask and disinfectant and isolated in a pre-prepared room. The hotel is not quarantined.
- In case of confirmed coronavirus infection, the health authorities will be notified. The hotel strictly follows the instructions and recommendations of the health workers of the medical institution, the Regional Health Inspectorate or the Emergency Medical Center.
- If the employee has no coronavirus infection, he/she is returned to work.



Thank you

The team of Aquamarine Hotel is aware of its responsibility to help limit the spread of COVID-19. Our actions and our future reactions are fully in line with the recommendations and instructions of the government and we will inform you in due time in case of further changes. We believe that we will go through these difficult times together. Thank you for your support and understanding.