



HOTEL LYCIUM



DEBRECEN

# HYGIENE AND SECURITY PROTOCOL

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COVID-19

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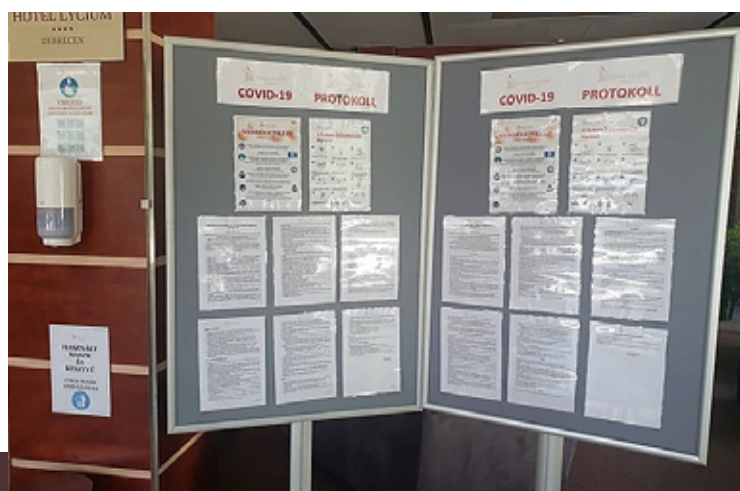


## The mission of our hotel is the safe recreation of our guests.

We are waiting for our guests with a much higher hygiene and security level than before, however, in an environment suitable for a more liveable and pleasant recreation.

On the basis of the COVID-19 handbook of the Hungarian Tourism Agency and the recommendations of the WHO (World Health Organisation) and the Hungarian and the international professional associations, we established and implemented our operation policy in compliance with the current situation, with the greatest possible care and thoroughness.

Since its opening, our hotel has been operating according to the Hungarian Standard EN ISO 9001-2015 and EN 14001:2015 Quality and Environmental Management System, certified annually and has been operating an HACCP concept and every 3 years it renews its Hungarian Tourism Quality Award.



## General summary

- The COVID-19 handbook of the Hungarian Tourism Agency states that the hotels are not more dangerous in terms of coronavirus pandemic than the other public areas. With the help of efficient measures, the safe operation can be ensured for the guests as well.
- The COVID-19 protocol of our hotel is available on our website and in the hotel reception as well for the guests. The most important pieces of information are sent to our guests even before arrival.
- Every related important information and guidance can be found on the COVID19 information wall. The most important pieces of information for the given area can be found in the hotel rooms, the restaurant and the sunbathing terrace as well.
- The multilingual notification issued by the Hungarian Tourism Agency for the prevention of infections are given to our guests even upon the confirmation of the reservation, and it is available in the rooms as well. <https://mtu.gov.hu/cikkek/tajekoztato-turistak-reszere-a-covid-19-fert-zes-megel-zese-erdekeben-1464>
- In our hotel, the related security and control tasks are performed by a COVID-19 officer and a COVID-19 team of 6 people, with continuous documentation.
- The management of the hotel and the COVID-19 team are monitoring the regulations of the government and the local government, the authority measures and the up-to-date data and recommendations of the professional and health care organisations, which are promptly implemented in practice.
- The managerial staff is continuously monitoring the full compliance with the hygienic requirements, every hour.
- The serving personnel of the hotel received a complete training on the knowledge and the measures on the coronavirus together with the steps to take in case of the suspicion of an incidental coronavirus disease. Our maids received a separate training according to the recommendations of the international professional associations.
- The hotel refuses to accept any guests suspected to have coronavirus disease. In such a case, the employee of the hotel shall proceed according to the stipulations of the Minister of Human Capacities Decree 1/2014 (16 January) on the Reporting Procedure of Infectious Diseases and the Minister of Public Welfare Decree no. 18/1998 (3 June) on the Disease Control Measures Necessary for the Prevention of Infectious Diseases and Epidemics.
- In the reception of the hotel, there is a non-contact thermometer available, which shall be used if required and necessary.
- Our guests can buy masks and rubber gloves of custom package size at the reception.
- **For the maximum security of our guests, the occupancy of the hotel is kept below 50%:**  
In this way, the larger gatherings in the building can be avoided and the appropriate distance of at least 1.5 m between the guests and the servicing staff can be kept easier.  
With this occupancy it can be ensured that the rooms are allocated to our guests to have at least 24 hours between the allocation of the same room. During this time, a disinfecting cleaning of appropriate efficiency and the suitable air change can be performed.  
Aiming the safe assignment of rooms, among the rooms which may be assigned, "COVID out of order" rooms are appointed.

- We try to ensure the least possible direct personal contact between the guests and between the staff as well. The tasks which can be performed without personal contact (negotiation, administration etc.) are still performed online.
- We ensure the appropriate social distancing to keep a distance of at least 1.5 m between the guests and between the staff.
  - The distance between the pieces of furniture in the public spaces, the restaurant, the drink bar, the patio and the wellness was increased.
  - In the reception, the workbenches were established at a distance of 1.5 m from each other.
  - In the reception, the drink bar and the restaurant, a Plexiglas wall ensures the appropriate contact.
  - At the reception, the drink bar and in the restaurant, floor signals help you to keep the appropriate distance.
- For the guests, an online check-in is possible, which can be rapidly and easily completed and returned online to the hotel via the link in our website ([www.hotellycium.hu](http://www.hotellycium.hu)) and in the confirmation, therefore, the check-in into the hotel can be solved during a very short time and with minimal personal contact.
- We prefer the pre-payment in case of our guests and the bank transfer in case of the business travellers, due to which the check-out requires very short time and minimal personal contact.
- In the public spaces (at the reception, in the drink bar, the restaurant and the storeys of the hotel), contactless disinfectant dispensers pumping an efficient and skin friendly viricide solution having an official certificate, which can be used by our guests without limitations.
- In the toilets, viricide hand wash gels are available for our guests.
- Our staff also uses viricide hand disinfectant and in the areas most frequently used by it, separate hand disinfectants are located.

We ordered our staff to wash the hands every hour with a disinfectant and to fully comply with the personal hygienic rules.
- Every employee in contact with our guests (receptionists, maids, waiters) shall wear mask.
- Before starting work, each member of our staff must be subject to a mandatory body temperature measurement and in case of a body temperature above 37.2 °C (98.96 °F), he/she must not start work.
- In the whole area of the hotel, special viricide disinfectant agents having official certificates are used, which are safe for people and the surfaces as well.

The frequency of disinfection was increased to the double and the plastic and stainless surfaces are treated with a distinguished care.

In the areas frequently used by the guests (main entrance, hall, reception, elevators, passage ways, common toilets, restaurant, drink bar etc.) are disinfected at least three times a day, but immediately, if needed.

The surfaces frequently touched by the guests (door handles, elevator buttons, handrails, taps etc.) are disinfected every 2 hours.

The rooms are cleaned every day with special viricide disinfectants and special care is taken to the disinfection of the frequently used areas (door handles, handles, light switches, elevator buttons, taps, remote controls etc.) We fully consider the requests and demands of our guests.
- The special disinfection of the air conditioners is performed much more frequently than usual, once a month.
- In the whole area of the hotel, the use of paper-based data carriers is minimised.

## Front office

- The receptionists are prepared for every general and local question regarding coronavirus, therefore, please feel free to contact them if you need any information or any measure.
- The receptionists monitor the health status of the guests as well.  
In case of any symptoms for any of our guests, a measure must be taken: the guest is kept in his/her room separately and a physician is called immediately to come.
- They work in masks.
- In the reception, there is a non-contact thermometer available to be used if requested by any of the guests or if necessary.
- On the column between the main entrance and the reception, there is a contactless viricide disinfectant dispenser to be freely used by the guests.
- In the reception, a separate viricide disinfectant is available for the guests to disinfect any object.
- In the reception, every object used by guests (pens, room cards etc.) are disinfected by viricide disinfectant before and after every use.
- In the reception, workbenches separated by Plexiglas walls were established at a distance of 1.5 m from each other and appropriate distancing is supported by the signs on the floor, in front of the counter.
- With the links on the website ([www.hotellycium.hu](http://www.hotellycium.hu)) and in the confirmations, the check-in sheet can be rapidly and easily completed and sent, which facilitates the occupation of the room and minimises personal contact.
- By using pre-payment and in case of business travellers, bank transfer you can minimise the check-out time and personal contact.

## Public spaces, corridors, elevators, toilets

- The pieces of furniture in the hall are located at a distance of 1.5 m from each other.
- In the elevator, there can be at most 2 guests at a distance of 1.5 m from each other or the guests of the same room or household may travel together.
- The counter, the entrance, the lobby and the furniture are disinfected at least three times a day, but immediately, if necessary.
- Surfaces touched regularly (door handles, elevator buttons, handrails, switches, armrests of sofas etc.) are disinfected every 2 hours by viricide agents.
- We ensure the disinfection of the common toilets every 2 hours, every hour or immediately and the distinguished disinfection of the frequently used surfaces (taps, light switches, door handles, locks, toilet switches) at least every 2 hours.
- The employees of the reception, the restaurant and the drink bar and the management are continuously monitoring and preventing the incidental gatherings by ensuring a social distancing of 1.5 m.
- In the toilets, viricide hand wash gels are available for our guests.

## Cleaning and housekeeping

- The daily cleaning of rooms shall be mandatory and the possibility of the optional cleaning is suspended.
- In the whole area of the hotel, special viricide disinfectant agents having official certificates are used, which are safe for people and the surfaces as well.
- Before entering every room, the cleaning staff shall perform a separate hand disinfection with alcohol.
- During cleaning, every room is ventilated.
- The very thorough viricide disinfection of the frequently touched surfaces (door handles, phone, light switch, wardrobe handles, remote control and keyboard of the television, door, night stands, wash basin and taps, shower tap, soap dispenser, toilet flush, handle) in the room is performed every day.
- For the wiping of the tools in the room after washing, disposable paper towels are used.
- The outdoor furniture of the rooms with terrace is disinfected every day with a viricide disinfectant.
- The separated collection and storage of the used and clean linens is ensured.
- Upon the change of the linens, the clean linens are brought to the room only after the disinfection of the room.
- The linens are washed in a laundry having a certificate of quality where we ensure the compliance with the requirements: the separated transportation and storage of the used and clean linens is ensured and hygienic washing technology is applied with regularly verified bacteriology tests.

## Restaurant, drink bar, terrace of the drink bar

- The hotel is operating a HACCP system in its catering establishments with regular documentation and supervision.
- As regards the catering and kitchen tools, equipment, working surfaces, washbasins and the operational premises, in addition to the mandatory surface treatments and disinfection procedures required by the HACCP concept, we perform daily disinfections with high-efficiency disinfectants having official certificate.
- We compiled a meal, a-la-carte and light meal offer according to the recommendations. These meals are made with a safe heat treatment with a 72°C (161.6°F) core temperature for at least 2 minutes and with a temperature of 75°C (167°F) in each point of the meal.
- In the restaurant, the tables are located 2.5 m from each other to let the guests have a face-to-face distance of at least 1.5 m among each other.
- At most 4 adults and children may sit at a single table.
- If the guests incidentally need to wait, step-by-step admission is applied and the distance of 1.5 m is ensured and assisted by the signals on the floor in front of the door of the restaurant.
- At the entrance of the restaurant and in the Drink bar, a viricide hand disinfectant is placed and indicated by a well-visible board, which can be freely used by our guests.
- Particular attention is paid to the personal hygiene of the staff (regular washing of the hands, clean clothes etc.).

- Every member of the staff works in mask and they shall perform hand disinfection every 2 hours.
- In the serving area, the a separate viricide hand disinfectant dispenser is available for the staff together with paper towels for washing the hands.
- The employees shall minimise the personal contact with the guests and if possible, they shall keep the distance of 1.5 m.
- Single use menu cards printed on smooth paper are ensured.
- The china and glass tools, the cutleries and the napkins are not put on the table in advance, but the disinfected tools are brought by the waiter to the guests depending on the ordered meal.
- Instead of the general salt shakers, pepper boxes and sugar bowls, hygienic condiments are ensured in small package size.
- Bread and the various bakery products are sliced in advance to avoid the guests to touch the whole loaf of bread or bakery products.
- Our room service was reinforced to be able to serve our guests comfortably and fast even in case of higher needs. To ensure the maximum protection, every meal is served by using a cloche.
- Below 20 guests, plate service breakfast is ensured with the ordering and individual making possibility of breakfast meals.
- Over 20 guests, buffet breakfast offered by our own staff at a high hygienic and security level is ensured according to the followings:
  - The buffet tables are put in 2 rows, separated according to the appropriate distancing rules.
  - A Plexiglas wall is assembled onto the table, between the service staff and the guests.
  - In front of the table, a mandatory direction of walk is set and indicated with arrows. Orientation and the keeping of the distance of 1.5 m are supported by labels on the floor. A separate staff is available there to help.
  - Portionable meals (e.g. salads, desserts) are served in smaller take-away portions.
  - Chafing dishes are frequently filled with low amount of food.
  - Dosing of meals with tools may be performed only by a cook (working in mask and disposable rubber gloves) and the plate must be also provided by him/her.
  - The coffee and drink vending machines are handled by the staff. Tools are disinfected every 30 minutes.
  - The coffee and the morning drink vending machines may be handled only by the staff in a sufficient protective clothing.
- Payment without cash, i.e. bank card and the room service bill, is preferred. In case of payment by cash and serving a meal or drink, the rubber gloves are changed or a separate person must perform them.
- The whole catering unit is disinfected at least twice a day (before opening and between 16:00 and 18:00).
- The catering units are ventilated hourly.
- After the guest leaves, the tables and the armrests of the chair, if any, are cleaned with viricide disinfectants and the tablecloths are changed after every guest. In the patio, disposable paper tablemats are used.
- For disinfection, viricide disinfectants having official certificates are used and the frequently touched surfaces (handrails, handles, switches) are disinfected hourly or if necessary.
- The regular cleaning and disinfection of coffee machines, vending machines, dispensers and jugs are mandatory (at least after every service, with a viricide disinfection).

## Kitchen

- Special care is taken for keeping the environment free of viruses by the appropriate separation of the sequence of operation and by the introduction of viricide disinfection every 2 hours.
- The personnel in the kitchen shall wear mask and disposable rubber gloves and shall wash the hands hourly.
- In the kitchen, efficient viricide dishwashing detergents, surface disinfectants, cleaning disinfectants and hand disinfectants having official certificate are used.
- Within the kitchen, an efficient viricide hand disinfectant having official certificate is available.
- Upon the arrival of the basic material of the meals, there is no contact between the driver and the staff. Our staff members do not get in contact with the drivers performing the transportation of the leftover either.
- It is continuously ensured that also the employees performing the transportation of foods apply high level of personal hygiene. Every meal is made with a safe heat treatment in terms of the virus, with a 72°C core temperature for at least 2 minutes and with a temperature of 75°C in each point of the meal.
- The thorough washing of the vegetables and fruits with running water receives particular attention. The serving of the meals containing raw or not sufficiently cleanable basic materials is avoided.
- Every tool is washed in a dishwasher, including the tools and cutleries seem to be unused, as it might have been touched by the guests.
- In the kitchen only towels made of paper are used.

## Events

- Based on the effective decrees (social distancing, protocol of disinfection, and this protocol above), family events and weddings up to 200 guests are organised in the hotel.

## Wellness area - Wellness sunbathing terrace

- Based on the effective decrees, the Wellness area is closed.
- Only the wellness sunbathing terrace can be used by the guests with the following rules.
  - There can be at most 15 guests in the sunbathing terrace.
  - The loungers are located at a distance of 1.5 m from each other. Lower distance is allowed only between the guests living in the same room or household.
  - Loungers, the handrails of the terrace and the door handles are disinfected hourly with a viricide disinfectant.
  - If the guests would like to perform any additional disinfection, a viricide disinfectant is available for them in the terrace.