

# IMPORTANT NOTICE

Information and procedures about COVID-19 at Hotel Royal, Aarhus

## GENERAL NOTICE

As a protective measure we are spending extra resources on our cleaning procedures. Every surface and contact point are being cleaned with disinfectant several times a day.

All cleaning detergent have been replaced with disinfectant and sanitizer.

At all bathrooms and the reception desk, alcohol-based hand rub is available. Please stay alert and attentive of your surroundings.

Please read the attached guidelines from WHO.

## RECEPTION

**All staff:** Breakfast vouchers are no longer in use as a precaution to minimize contact points. Only hotel/restaurant guests are allowed to enter the hotel or people with specific appointments/meetings with admin, other visits are prohibited. This includes people who want to visit the bathroom (taxi drivers included), look at the art or similar - This is no longer allowed! After check-out, check-in or any guest relation at the reception desk, the desk is wiped and disinfected.

**Day staff:** After check-out all room keys are disinfected and sanitized. At the end of shift receptionist will disinfect and sanitize both elevator keypads and handles, table, coffee table, coffee maker surface, housekeeping keys, reception desk, phones, terminals, headset, PC mouse, screen and keyboard.

**Evening staff:** At the end of shift receptionist will disinfect and sanitize both elevator keypads and handles, table, coffee table, coffee maker surface, housekeeping keys, reception desk, phones, terminals, headset, PC mouse, screen and keyboard.

**Night staff:** During the night shift the receptionist will disinfect coffee maker surface, all lobby handrails, both elevator keypads, handles and whole staircase handrail. At the end of shift receptionist will disinfect and sanitize table, coffee table, reception desk, phones, terminals, headset, PC mouse, screen and keyboard.

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## HOUSEKEEPING

**All housekeeping staff will disinfect themselves and their uniform upon entering and leaving departments (kitchen, reception, rooms, lunch room..)**

**Common areas:** All handles, handrails (lobby, staircase), surfaces, centerpiece tables on every floor, both elevators and all bathrooms are disinfected and sanitized every morning and again in the afternoon.

**Meeting rooms:** Daily disinfected and sanitized on all surfaces, tables, outlets, light switches handles and window clasps.

**Rooms:** Gloves must be used upon entering any room, and only removed once the room is cleaned and closed. Gloves are changed between rooms and is not re-used. All rooms (departure and in-house) will be disinfected and sanitized in all surfaces, bathroom, handles, telephone, TV-remote, outlets, light switches and window clasps.

## BREAKFAST

When the breakfast restaurant is closed all tables are disinfected and sanitized, as well as handles, salt/pepper grinders and various surfaces.

All personel must use gloves when cleaning tables, also during breakfast opening hours.

Upon entering or leaving the breakfast area (kitchen and restaurant) all personel must clean hands as well as disinfect.

Restaurant Atrium and Royal Casino has independent procedures.  
Please contact them for specific information.

## Protect others from getting sick



**Avoid close contact** when you are experiencing cough and fever

**Avoid spitting in public**



If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider

When coughing and sneezing **cover mouth and nose** with flexed elbow or tissue



**Throw tissue into closed bin immediately after use**

**Clean hands** with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick



# Wash your hands

Wash your hands with soap and running water when **hands are visibly dirty**



If your **hands are not visibly dirty**, frequently clean them by using alcohol-based hand rub or soap and water

# Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



World Health Organization