

«Special Protection» Program


BWH's commitment to
ensuring **safety** to guests and
staff



A modern hotel lobby with a polished, reflective floor. Several white armchairs with dark frames are arranged in a row. A large potted plant is visible on the right side. The background shows a reception desk and a sign with the number '002'.

2

Personal protective equipment for the guests

A modern hotel lobby with white armchairs, a dark coffee table, and large windows. The scene is brightly lit, suggesting a clean and professional environment.

Protective masks, disposable gloves, hand sanitizers, disinfectant wipes for surfaces should be at the client's disposal. These products can also be available for a charge and should be placed directly in the room or at Reception.

Alcohol-based hand sanitizer dispensers must be available in all common areas:

- Reception, Lobby, Breakfast Room, Restaurant, Bar, Shared Bathrooms, Meeting Rooms, Gym, Wellness Centre, Kids areas etc. and should have a notice that invites guests to sanitise their hands with disinfectant gel when entering and leaving each area.
- Lift landings on each floor must display a notice that invites guests to disinfect their hands when getting on and off the lift, and that instructs them on how to access the lift.

At the gym, there should be surface disinfectant wipes or a disinfectant spray with a paper roll, and a sign that invites people to apply these products before using the equipment.

Rubbish bins with lids, better if they have a pedal or a motion sensor, should be placed in the main common areas.

It is advisable to add a disinfecting rug at the hotel entrance.



BWH | **Hotel Group**SM



WORLDHOTELSTM
COLLECTION

BW | **Best Western**[®]
Hotels & Resorts

 **SureStay**[®]
HOTEL GROUP