
Atempo

RESIDENCE

COVID19 PROTOCOLS AND MEASURES

It is important for us to mention that we prepared the following policies and protocols to ensure the health, hygiene and safety of clients, workers and neighbours. Also to be an active part in fighting against the coronavirus spread.

We don't want that our service become strict, inflexible or unbearable. It is another important goal to make clients feel comfortable and at home as we always intended to do since our opening.

Except for certain rules about the access to reception lobby of our Guest Relation office, which may be compulsory to be fulfilled in order to comply with the Government recommendations; the rest are strict rules only for our staff members, and kind recommendations for our clients. So don't worry at all, we are expecting our clients to stay at us to enjoy not to worry with super strict requirements.

Important and above anything else, a full professional disinfection of our apartments is made before to be given to a new client, as well as strict protocols which annuls the possibility of infecting the apartment from the moment of the cleaning until the guest arrives.

Thanks in advance for your understanding and collaboration.

GUEST RELATION OFFICE

- A Plexiglas panel is installed in the Front Desk counter to minimize the contact between clients and workers.
- New online invoicing system. All our invoices will be issued electronically. This means that paper invoices will no longer be provided, but an e-invoice will be sent to the customer /payer by email.
- New way of communication with us: Besides the traditional telephone and email, you can reach us with WhatsApp. Our guests don't need to come to the Front Desk, just drop us a message and we will try to answer immediately.
- Our ventilation and air-conditioning system has been specially adapted to the latest Governmental requirements. It is not working with inside air circulation, but with outdoor fresh air. This system provides a healthy air circulation, safe and constant.

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- Each of our guest will receive an email with the protocols for check-in, check-out, how to reach the reception during the stay and what to do in case of having symptoms.
- Every working table will have a disinfection spray for surfaces and another for hands, also a roll of kitchen paper. Every time that the surface is disinfected, the paper towel must be thrown to the rubbish. The disinfection of the surfaces will be done at least 3 times a day: morning, afternoon and evening.
- Staff members working in the reception area will always wear a mask when walking around in the common area of the lobby or when moving from one office to another.
- A digital non-touch thermometer will be available at the reception to be used in case is needed.
- All common used surfaces will be periodically disinfected during the day, with special attention to: counter, POS terminals, check-in devices, door handles and dispenser bottoms. In case some surface is used during check-in process (POS terminals as example) it will be disinfected after every usage.
- All apartment keys, tokens and parking cards which were left by check-out clients or staff members, will be disinfected every day.

RULES TO ACCESS THE GUEST RELATION OFFICE:

- Maximum 1 person per reservation/issue and a total maximum of 3 persons can be at the reception at same time. If someone comes with company (family or friends) everybody is requested to wait outside, only 1 person from the group can enter to discuss any kind of matter to the Reception Front. The only exception are kids if they don't have the possibility to wait alone outside.
- Every single person who enter in the reception is required to wear a mask (this is mandatory), and disinfect the hands in the available hand sterilizer at the entrance (this is optional). If the person don't have own mask, one will be provided before entering in the reception, if the mask requirement can't be fulfilled for any reason (including the lack of available masks), the client will only be attended outside of the reception, in the street.
- Please respect the sign posts in the floor which indicate the minimum safety distance between clients waiting at the lobby.
- Please respect at any moment a minimum of 1,5 m distance with any person, including our staff members.
- If you feel sick or dizzy please never access the lobby. There is a bell at the door's front, please use it to call us and express your demand or question. If you think you may be affected by the covid19, we have a special protocol to be observed, contact immediately our Front Desk colleagues!

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- When using the toilet we recommend you to wash your hands properly, and use our special disinfection soap. It is generally recommended to keep the soap in your hands during at least 20 seconds. In order to dry your hands, we installed an electrical air dryer which you may use. Unfortunately towels or disposable papers will not be any longer available.

CHECK-IN PROCESS:

- Check-in is contactless. A detailed email with all necessary information is sent prior arrival. It contains the access codes for both the building entrance and the apartment door, as well as the instructions for the parking access. Every client is requested to make a self-check-in. Our colleagues will only go to the spot in case of any problem, or in case of being previously requested.
- Payment is contactless. It must be made prior arrival using the online surface of our website. We also accept manual charges into authorized credit cards, but please note that this must be approved by the management. Payment by bank transfer is also possible. Cash payments are not allowed. An official invoice will be sent by email after every payment.
- Escorting the client to the booked apartment: in case it was previously requested, or in case the circumstances require it, we will gladly be present at the moment of the check-in. Receptionists will always wear a face mask and disinfect the hands or get disposable gloves before attending a client. We will always ask the clients to keep their mask on until they finish the escorting process. Clients will not be forced to use a mask during the escorting process. A distance of at least 1,5 m will be kept between receptionist and client (special exceptions can be considered like elevators) and is strongly requested not to have physical contact with the clients (special mention to shake hands). The receptionist will always do instead of the clients any action which requires touching a surface, as example when it comes to press buttons, open doors or moving around the buildings. When we arrive to the guest apartment's door, the receptionist will ask the clients to open the apartment door on their own, and receptionist will disinfect the hands right before entering in the apartment. If third persons are met at the elevator, the receptionist will ask the client if they want to wait for next elevator or join the elevator together with the neighbour/s, our recommendation is to wait until the elevator is free.

CHECK-OUT PROCESS:

- Client will leave the apartment on his own, since there is no need for giving back any keys, except for the parking access devices, which have to be left in the table of the apartment. Everything is set upon arrival so there is no need to pass by the guest relation office. In case any service or help is needed (order a taxi as example) please call us, write us an email or drop a message in Viber/WhatsApp.

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CLEANING DEPARTMENT

HOW THE BUILDINGS ARE CLEANED:

The building and its common areas are being disinfected 3 times a day as minimum. Please note that our apartments are located in residential buildings and the cleaning of them is managed by an external company. Our cleaning staff are taking care of your apartment and the reception area.

HOW WE CLEAN OUR GUEST RELATION OFFICE:

- We use cleaning and disinfection products which fulfil the Government recommendations on the matter. Thanks to this we are able to warranty safety and hygiene at any moment.
- A deep cleaning and disinfection is made every morning before we start working, paying special attention to the common used surfaces and bathroom.
- All common used surfaces will be periodically disinfected, at least every hour, with special attention to: counter, POS terminals, Check-in devices, door handles and dispensers bottoms. In case some surface is used during check-in process (POS terminals as example) it will be disinfected after every usage.
- All apartment keys, tokens and parking cards which were left by check-out clients or staff members, will be disinfected every day.
- Every working table will have a disinfection spray for surfaces and another for hands, also a roll of kitchen paper. Every time that the surface is disinfected, the paper towel must be thrown to the rubbish.
- A hand sterilizer is available at the entrance of the reception.
- A special disinfection soap and a special electrical air hand dryer are available at the guest bathroom.

HOW WE CLEAN OUR APARTMENTS:

- In case of check-out cleaning a special disinfection robot will disinfect the entire apartment, including kitchen and kitchenware as well as textiles, to ensure that the apartment is disinfected and safe for the next client. Before that our staff members will make a deep cleaning in the apartment to ensure it is fully clean and bathroom and kitchen hygiene is warranted.
- In case of daily cleaning we will pay special attention to disinfect the common used surfaces of the apartment. Besides we make our normal daily cleaning, dusting, vacuum cleaning and mopping the apartment.

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- Our cleaning staff is prepared as follows: Every single person of the staff is obligated to wear mask before entering in an apartment. We give our colleagues the chance of using disposable gloves or disinfecting the hands before they enter to an apartment (one of both options must be chosen obligatorily). We provide to our colleagues: face masks, hand disinfection products, disposable gloves, disposable tissues and professional disinfection products with legally accepted chemicals to ensure the full disinfection and the proper result.

MAINTENANCE DEPARTMENT

If we need to repair an apartment during the stay of a client, or if we need to make some reparations before a client arrives, we will ensure that our staff will follow strict precautions.

- 1 hand disinfection bottle is with our colleague at any time.
- It is mandatory to use a face mask before to enter in any apartment or common area.
- It is mandatory to disinfect the hands before to touch any surface of the apartment or even the door handle.
- After every reparation, a disinfection of the surface was repaired will be carried on with professional disinfection products with legally accepted chemicals to ensure the full disinfection and the proper result.

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PROTOCOL IN CASE OF SYMPTOMS FROM COVID19

Main contact persons and responsible persons in terms of Covid19 and any type of emergency:

Santiago Ferreiro – General Manager

iagoferreiro@atemporesidence.com

+36706773444

Guest Relation Office

hello@atemporesidence.com

+36303180929

PROTOCOL IN CASE OF A CLIENT HAVING SYMPTOMS AND INFORM THE STAFF:

- The staff person must inform his/her supervisor, the department manager will immediately call the company responsible to communicate the case.
- The conversation between our staff and the client or his/her relatives, it must be always remote by telephone, never in person.
- The responsible person will ask the following questions:
 - Which are the symptoms?
 - Is the person coughing?
 - Has the person fever?
 - When the symptoms started?
 - Was the client in close contact with people from the staff, other clients or neighbours lately?
 - From which country they arrived to Hungary and when?
 - Was the guest or any of his/her travel companions in contact with someone sick or recently staying or passing by any country considered as risky?
- From the very moment that a client report possible symptoms in relation with covid19, we will call the National Health Unit for Covid-19 and follow instructions.
- It will be required from the client to stay at the apartment until new instructions from the staff members or the authorities.
- The responsible person will determine if is needed to inform any person in relation with the stay: company responsible, tour leaders, etc.
- In case is needed due to indication of the health authorities or due to waiting time, a person from our staff will be assigned to provide the client with medicines, thermometer or essential goods, until the health care unit take over the situation.

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- The responsible person will immediately communicate all departments to do not accede the apartment without the permission of the responsible person who is dealing with the case.
- In case some staff member will need to get in contact with the client, the usage of mask and gloves will be mandatory. The staff member will always bring an extra mask in order to give it to the client in case the client doesn't have any. The usage of masks between our staff and a possible infected person is completely mandatory, for both staff member and client. Without this, the personal assistance can't be provided in any case.
- Until there is not a resolution from the authorities, the client will be obligated to stay in the apartment. This is not a hotel policy, this is the requirement of the Hungarian Authorities; if a client will not follow this rule, it will be under his/her own responsibility; the property or any staff member will not assume any responsibility which may be derived from it, as well as the entrance at the reception desk or the contact with any of our staff members will be permitted in any circumstances.
- In case the Authorities determine that the guest will be moved to a Hospital or any type of Health Center, client will wait at the apartment until the emergency car arrives. A staff member will inform the client about when and how must proceed.
- In case the Authorities determine that the client must stay in home quarantine, our home quarantine service may be provided, please note that this service may have an extra cost.
- In case of diagnosed infection of one client, our company will pay for a test to all employees who were in contact with the infected client.

PROTOCOL IN CASE OF A CLIENT HAVING SYMPTOMS AND IS DETECTED BY A STAFF MEMBER:

- The staff must inform his/her supervisor, the department manager will immediately communicate the case to the company responsible.
- The responsible person will contact the client to inform that a possible infection was communicated (not specifying by who) and that due to strict company policies the following questions must be asked:
 - Which are the symptoms?
 - Is the person coughing?
 - Has the person fever?
 - When the symptoms started?
 - Was the client in close contact with people from the staff, other clients or neighbours lately?
 - From which country they arrived to Hungary and when?
 - Was the guest or any of his/her travel companions in contact with someone sick or recently staying or passing by any country considered as risky?

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- If the responsible person will determine that it may be a real case of covid19, will immediately request from the client to stay at the apartment until new instructions are provided and will contact immediately the National Health Unit for Covid-19 to ask for instructions.
- Until there is not a resolution from the authorities, the client will be obligated to stay in the apartment. This is not a hotel policy, this is the requirement of the Hungarian Authorities; if a client will not follow this rule, it will be under his/her own responsibility; the property or any staff member will not assume any responsibility which may be derived from it, as well as the entrance at the reception desk or the contact with any of our staff members will be permitted in any circumstances.
- The responsible person will determine if is needed to inform any person in relation with the stay: company responsible, tour leaders, etc.
- In case is needed due to indication of the health authorities, or due to waiting time, a person from the staff will be assigned to provide the client with medicines, thermometer or essential goods until the health care unit take over the situation.
- The responsible person will immediately communicate all departments to do not accede the apartment without the permission of the responsible person who is dealing with the case.
- In case some staff member will need to get in contact with the client, the usage of mask and gloves will be mandatory. The staff member will always bring an extra mask in order to give it to the client in case the client doesn't have any. The usage of masks between our staff and a possible infected person is completely mandatory, for both staff member and client. Without this the personal assistance can be provided in any case.
- In case the Authorities determine that the guest will be moved to a Hospital or any type of Health Center, client will wait at the apartment until the emergency car arrives. A staff member will inform the client about when and how must proceed.
- In case the Authorities determine that the client must stay in home quarantine, our staff member will inform about the necessary steps or rules to observe according the National Health Unit for Covid-19 requirements for every case. We may offer our home quarantine service, please note that this service may have an extra cost.
- In case of diagnosed infection of one client, our company will pay for a test to all employees who were in contact with the infected client.

PROTOCOL IN CASE OF A STAFF MEMBER IS HAVING SYMPTOMS:

- Every single person from our staff is fully informed and trained about the covid19.
- It is required from every employee to do not come to work in case of minimal symptoms of covid19.
- If the symptoms are arising before going to work: the employee will stay at home and inform immediately his/her supervisor.

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- If the symptoms are arising during work: the employee must stop immediately the task that is being done, wear a mask in case is not already in use, and inform his/her supervisor. The supervisor will immediately contact the National Health Unit for Covid-19 to ask for instructions. It will be required from the employee to leave the working place and wait for further instructions.
- In case of diagnosed infection of one member of our staff, our company will pay for a test to all employees who were in contact with the infected staff member.

HOME QUARANTINE SERVICE

- According the Hungarian authorities, the quarantine is applicable only to the person who is infected and/or obliged to stay at home. This means that only this person has the legal obligation to stay in the apartment. Any other person staying in the apartment like flat mates or relatives, are entitled to go out and arrange the necessary shopping for medicines and basic supplies.
- In case a client is sharing the apartment with somebody else, we strongly recommend that the people staying in the same apartment has the minimum contact possible. We indeed recommend to ask for the rental of another apartment in order to avoid the contact and the spread of the virus. We are aware about the economical consequence of this recommendation and we are glad to offer discounted rates.
- Our staff members are not entitled to enter in a quarantine apartment. We will only be able to get into the apartment to fulfil completely emergency situations or requests. We understand as emergency problem something which is absolutely necessary to warranty the basic and healthy living but nothing else.
- Providing all necessary goods for cleaning the apartment and extra textiles will be free of charge for the client. Please note that the apartment, or the towels and bed linen, will not be cleaned by us. The client must do it on his/her own.
- We are glad to offer our Home quarantine service for an extra cost. In case you are interested do not hesitate to ask our colleagues from the Front Desk about our fees.
- What we offer within this service?
 - Personalized shopping of medicines, hygiene products, food and drinks.
 - Possibility of shopping any other type of good according the case and the possibilities.

Budapest, 2021. 04.01

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