



TOWNHOUSE 27

Društvo sa ograničenom odgovornošću "UNI GROUP"  
Maršala Birjuzova 56, 11000 Beograd, Srbija.  
Matični broj: 17160206 Šifra delatnosti: 51410 PIB: 101994471  
Hypo Alpe Adria Bank: 165-22651-89  
Banca Intesa: 160-4613-11  
Tel. +381 11 20 22 900, fax: +381 11 26 20 955,  
hotel@townhouse27.com www.townhouse27.com

## Staying Safe at Townhouse 27

As we all are getting used to new travel rules due to the Covid-19 pandemic, we have implemented even greater standards to all aspects of our operations in order to safely welcome you to our hotel.

We recognized the need to continue to provide our special personalized service to ensure that all of you continue to experience genuine boutique comfort, impeccable service, safety and pleasure.

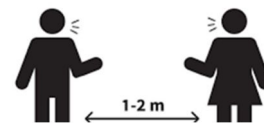
We have tailored our offer in such a manner, by which we can deliver the highest standards of care, the one that we all need so much in these times of uncertainty.

In order to meet the highest standards proposed by our government, our highest priority is the health and wellbeing of you as our guest and, our employees. With that in mind, we wish to update you on the actions we have taken in response to the outbreak, in order to provide safe environment.

Guests are strongly recommended to be kind to others and take care of themselves



There is a safe physical distance to take, so that we can all keep socialising



We have closed public spaces and we take care of each other, at all times.



Our beautiful bar restaurant and its summer terrace are open, with fresh and improved offer, which is safe to enjoy any time.



#CoronaInfoCG



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Hand sanitizers are made available to all guest rooms, restaurant, bar and public areas.



New standard has been implemented by activating QR Code recognition in exchange to paper notes and information in guest rooms. Guest information book, mini bar price list and restaurant menus are here available.



Rooms are made available 48 hours upon previous occupation.



- We have increased the frequency of cleaning public areas (including entrance, lobby, restrooms, elevator, door handles, public hallways, stairs, counter tops) and high-touch points in guest rooms.

- The frequency of room cleaning is tailored to guest's individual movements and requirements. Your room will be cleaned and bed linen, towels changed upon request, or every third day of your stay. All laundry is washed in accordance with Government Health Authorities' guidelines, at our own laundry.

- All staff have been advised on cleaning products and protocols which are effective against viruses.

- We continuously review food and beverage service in accordance with official recommendations.

- New standards and service approaches to buffet and room service is implemented.

- While food and beverage options may vary at this time, we are committed to protecting your well-being. For specific details on dining options, please reach out to our staff at the reception desk.