



Dear Guests,

The highest priority of our Castle is the health and safety of guests and employees, which is why we would like to familiarize you with our activities in connection with the SARS-CoV-2 coronavirus. These rules apply today, please keep in mind that they may change until you arrive.

1. Please, have your own mask and move in it in common spaces and THALGO SPA while keeping 2m distance from other guests and hotel staff. If you do not have a mask, you can buy it in the shop or hotel reception.
2. Hand sanitizers for our guests are available in many places throughout the hotel building, including: reception, shop, toilets, at the entrance to the restaurant, by the hotel lifts, at the pool, gym, playroom, THALGO SPA.
3. Only checked in guests can stay in the hotel part.
4. The property is disinfected and cleaned with increased frequency. Touch surfaces (door handles, light switches, bar and reception tops, handrails, handles) and common areas of the hotel (toilets, elevators) are regularly disinfected.
5. Children's playroom, a swimming pool, sauna and gym are now open to our guests. Special guidelines regarding their use in accordance with the ordinance of the Minister of Health apply in these places. Detailed guidelines have been placed in each of these rooms and are available on request through the hotel reception. Please read the applicable guidelines before using.
6. Standard room equipment (tea / coffee making set, TV remote control, kettle) are disinfected with increased care. Additional accessories (cotton pads, needle bar, shoe cleaner) are available at the hotel reception.
7. We recommend the use of the offer of the hotel restaurant "Boletus" as well as Castle Cafe. The restaurant maintains a distance of 2m between tables. A family or persons sharing the same household may stay at one table. Otherwise, single people should sit at the table. The table after each guest service is disinfected.



8. Routine room cleaning is only available upon request. If you wish your room to be cleaned during your stay, please inform reception.

9. Each hotel room is thoroughly cleaned and all surfaces are disinfected with special disinfectants. Towels and bathrobes are additionally sanitized with the necessary certifications. We disinfect the entire hotel range, using 3 additional virucidal agents such as active oxygen, Sept PES Konz and Ozerma BME.

10. THALGO SPA is open with special precautions. Detailed information on the applicable rules are available at the reception. Before the treatment, THALGO SPA guests should have their hands disinfected and wear a protective mask on. The SPA treatments should be booked by telephone or e-mail. Use of mobile phone is not allowed in THALGO SPA area.

11. Our staff, while adhering to the recommended safety rules, perform their work with gloves and a protective mask on whenever necessary due to applicable sanitary guidelines. We have also modified processes and tasks to minimize contacts between colleagues ensuring maximum security.

Our everyday role is to meet all your expectations. If you have any questions or concerns, we remain at your disposal.

Thank You.

The crew of Castle Kliczków

Poviat Sanitary and Epidemiological Station in Bolesławiec::

(075) 732-32-46 I (075) 732-32-47

24/7 information and education helpline of the Ministry of Health:

800 190 590