



Arctic SnowHotel & Glass Igloos COVID-19 safety measures (updated 29.7.2020)

We at Arctic SnowHotel & Glass Igloos follow closely all guidelines and suggestions from Finnish government and the Finnish institute of health and welfare. Our hotel will open in September but here are some measures we are committed to. We will implement the below actions before opening and work towards safer hotel for our guests and employees.

- All staff will receive training on cleaning the work stations. Managers will monitor that frequent sanitation will be done carefully and all staff will commit to this.
- The guests who stay multiple nights will be advised that housekeeping will be reduced to only necessary situations. Guests are welcome to receive new towels, coffee, soap etc. but the igloos will be fully cleaned only after the guests have checked out.
- Hand sanitisers are available in all buildings, igloos and transfers for guests and staff.
- Guests are recommended to use remote communication with the staff via email, phone or Whatsapp. This will reduce lines and crowds at the reception.
- All public places will have instructions and hand washing stations will be clearly marked
- Lunch and dinner are plated and served to the table. Breakfast package can be requested to be delivered to the igloo. Some items which need contact will be reduced from the breakfast in order to reduce the risk of contamination.
- The guests and staff are advised to keep the safety distance.
- Room service menu will be available so guests have an option to stay inside the igloo if they don't want to dine in the restaurant.
- Payments are requested to be made before-hand when possible or using contactless payment methods on spot. All machines will be cleaned regularly. We do our best to encourage guests to book and pay for everything at once to avoid lines.
- Inside the restaurant the tables are placed far away from each other.
- If the government places travel bans, we are committed to cancel bookings and refund payments

We are happy to help you with any of your questions and you can contact us via email or phone.

This document will be updated regularly.