

Malangen Resort is focusing on providing a safe and clean experience for our guests for the winter season 2021-22, through procedures for hygiene and routines for a safe environment. The staff of Malangen is trained for handling the pandemic, to give all our guests memorable and secure experiences in the Arctic. The protocol is made in cooperation with the regional doctor in charge of the pandemic coordination.

We have the following actions for the time being but will constantly adapt the impact on the experience for our guests according to the actual status of the pandemic in our region.



### 1. Online information, information at arrival and payment

At Malangen Resort we try to move all paperwork, from traditional to online/web-based handling. All guests will be given a short briefing at arrival about pandemic protocol and safety measures at the resort. The goal is to minimize physical contact and focus on sustainability. The payment methods we offer are Mastercard, Visa, Diners Club and Amex. We recommend contactless payments, but we have cash available and accepted.



### 2. Distance between guests and contact barriers

We have established plexiglass barriers at the reception and bar counters. There is information in English on suitable locations at reception and foie at arrival. None of our staff shake hands or have other physical interaction between themselves or guests. If confirmed infection at the resort, we will ensure 1m distance between guest parties/groups.



### 3. Sanitizing of hands

The Resort has installed hand sanitizing stations at natural locations, like the reception desk, restaurant and dressing rooms. All guests are recommended to sanitize their hands before and after arriving public spaces.



### 4. Use of face masks

All our guests will have face masks available to use, but it is voluntarily. If confirmed infection at the resort, we will ensure our employees and guests using face masks in public places in the given period.



### 5. Temperature Checks and available Rapid tests for Covid-19

Malangen Resort will give our guests opportunity for temperature check and Covid-19 rapid test once daily, done by trained staff. The test will be done at a set time in the morning, from Monday to Sunday through the whole winter season.



### 6. Cooperation and contract with the regional doctor in charge of pandemic coordination

We have a contract with the regional county doctor in charge of the pandemic coordination, for advice and treatment of guests. If a guest develops symptoms of Covid-19 or have a positive Rapid-test, we have routines for isolation, daily meals, cleaning, and medical supervision from the local doctor office.



### 7. Enhanced disinfection of surfaces and equipment

Certain items like door handles, keys and key cards, and payment terminals are frequently, or always after use, disinfected. Clothes and equipment used at outdoor activities are sprayed with disinfectant, and washed at high temperature.

3rd November 2021