

# SOFITEL GRAND SOPOT

## Guest Safety & Wellbeing Policy

Premium Hotel Edition — 2025

## 1. INTRODUCTION

Sofitel Grand Sopot is committed to providing an environment centered on guest comfort, wellbeing, and safety.

This document presents standards that guide staff behavior, guest interactions, conduct expectations, and operational protocols.

## 2. PURPOSE OF THIS POLICY

The purpose of this policy is to:

- Ensure a respectful environment for all guests
- Provide clear behavioral expectations
- Establish procedures for staff response to safety-related concerns
- Promote transparency, wellbeing, and hospitality excellence
- Maintain alignment with local regulations and Accor Group standards

### 3. WELLBEING PRINCIPLES

Our operations follow these principles:

- Respect & courtesy
- Guest comfort & emotional support
- Clear communication
- Discretion & confidentiality
- Prevention-focused staff awareness

## 4. STAFF RESPONSIBILITIES

Staff must:

- Monitor guest wellbeing indicators
- Provide supportive communication
- Offer rest, water, or assistance when needed
- Document safety incidents
- Escalate concerns to supervisors

## **5. ACCESS & AGE VERIFICATION**

Some hotel areas require age or identity verification solely for safety and compliance.

Guests unable to verify identity may be restricted from specific facilities.

## 6. GUEST RIGHTS

Guests have the right to:

- A peaceful and respectful stay
- Safe access to facilities
- Fair treatment without discrimination
- Clear information on hotel expectations
- Confidential handling of concerns

## 7. GUEST RESPONSIBILITIES

Guests are expected to:

- Behave respectfully toward staff and others
- Avoid disruptive or unsafe actions
- Follow safety guidance from hotel personnel
- Use facilities appropriately



## 8. SERVICE QUALITY STANDARDS

Our service commitments include:

- Professional communication
- Timely response to guest needs
- Maintaining quiet, clean, and orderly public spaces
- Providing guidance during any safety situation

## **9. EMOTIONAL WELLBEING SUPPORT**

Staff must be attentive to signs of fatigue, distress, confusion, or discomfort.

Guests may request assistance at any time, including rest areas or quiet spaces.

## 10. INCIDENT RESPONSE

All incidents follow a structured protocol:

1. Observation
2. Guest approach
3. Supportive dialogue
4. Escalation if necessary
5. Documentation
6. Management review

## 11. PRIVACY & DATA PROTECTION

Guest privacy is protected under GDPR.

Sensitive information is kept confidential and accessed only when operationally required.

## 12. INCLUSIVITY & ACCESSIBILITY

The hotel is committed to providing inclusive services for guests with mobility, sensory, or accessibility needs.

Staff receive training to support different requirements.

## 13. ETHICS & CONDUCT

All employees follow a strict ethical code:

- No discrimination
- No harassment
- Respectful communication
- Integrity in all interactions

## 14. FACILITY SAFETY STANDARDS

Safety checks include:

- Regular facility inspections
- Equipment maintenance
- Emergency readiness procedures
- Clear instructions for guests during incidents

## 15. EMERGENCY PROCEDURES

In emergencies:

- Staff guide guests to safety
- Calm communication is prioritized
- Supervisors coordinate response actions
- Documentation follows after resolution



## 16. STAFF TRAINING PROGRAM

Training topics include:

- Guest interaction skills
- Safety observation techniques
- De-escalation
- Hospitality excellence
- Emergency response

## 17. COMPLAINT RESOLUTION

Guest concerns are handled with care:

- Immediate acknowledgement
- Respectful review
- Clear follow-up communication

## 18. QUALITY MONITORING

Management reviews safety reports and operational data to enhance the guest experience.

Internal audits ensure continuous improvement.

## **19. POLICY GOVERNANCE**

This policy is reviewed yearly or following operational changes.

Updated versions are distributed to all departments.

## 20. CONTACT & SUPPORT

Guests may seek support at:

- Front Desk
- Guest Relations
- Hotel Management Office

Our team is always ready to ensure comfort and wellbeing.