



Center Hotels Arnarhvoll - health & Security inspection follow up

Bréf: Bréf

Málsnúmer: 2024040147

Eigandi skjals: Kolbrún Georgsdóttir

Staða: Í vinnslu

Dagsetningar:

Búið til: 12.04.2024

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Upplýsingar um viðskiptavin:

Netfang: "Pedro Santos" <fdmplaza@centerhotels.com>

Notandi: "Pedro Santos" <fdmplaza@centerhotels.com>

Dagsetning: 10.4.2024 15:21:56

Til: "Ástrún Eva Sívertsen" <Astrun.Eva.Sivertsen@reykjavik.is>

Afrit til: "Eva Josteinsdóttir" <eva@centerhotels.com>, "Hotel Manager Arnarhvoll"

<hmarnarhvoll@centerhotels.com>, "Kolbrún Georgsdóttir" <Kolbrun.Georgsdottir@reykjavik.is>

Efni: Center Hotels Arnarhvoll - health & Security inspection follow up

Dear Ástrun,

Hope this email finds you well.

Find below the actions taken for the concerns raised in the report:

1) The pot falls into category B and must therefore comply with the provisions on automation, cf. provisions on class A pools. A pool/tub that is less than 3 m³ and not operated in connection with swimming and bathing places can apply to receive exemption from the provisions on automatic chlorine and acidity control at the Health Board. Such permission has not been given for this pot. Pot is not legal as it is today. An exemption must be applied for or submit a work plan on how to ensure that chlorine remains within the criteria given in Annex II in regulation 814/2010. Deadline given until April 1, 2024 - **We would like to apply for an exemption from the provisions on automatic chlorine and acidity control at the Health Board.**

In summary, we undertake the following measures to ensure the hot tub and spa facilities remain clean:

1. Guests are instructed to shower without swimwear using soap before using the spa, as it is mandatory.
1. The quality of the spa water is monitored two times a day (at 3am and 3pm) using the Lovibond Water Testing Equipment for consistent monitoring.
2. All staff members responsible for monitoring and maintaining the spa water quality undergo thorough training on the proper use of the Lovibond water testing equipment. This training ensures accurate and reliable measurement of key parameters for maintaining a safe and hygienic spa environment.
1. During water quality measurements (instructions are detailed in the attached document), the free chlorine level in the spa water is maintained between 2-5 ppm. If the level exceeds 5 ppm, the maintenance department is alerted via the help desk system, and additional water supply is increased. If the level falls below 2 ppm, a chlorine tablet is added to ensure proper disinfection.

1. The pH of the spa water is maintained between 7.2 and 7.8 during measurements. Any deviations from these values are promptly logged in the helpdesk system to notify maintenance.
2. Deep cleaning of the tub is conducted by the maintenance team using appropriate cleaning disinfectants, chemicals and equipment. A scheduled deep cleaning occurs every 3rd Tuesday of the month, with detailed procedures outlined in the attached document, including the cleaning equipment and chemicals used with the product information.
3. Documentation is crucial, with each measurement documented, including the test time, any actions taken, or lack thereof, and the responsible staff member's name

2) A trash can with a lid is missing in the toilet - already placed. See attached photo

3) There is no sign in place instructing visitors to wash before entering the sediment pool - See attached picture of the sign already placed in the Spa entrance

4) An emergency plan is missing - emergency plan in the document attached

5) Lack of alcohol or disinfectant wipes for guests to wipe down gym equipment after use - this has been already fixed by placing an alcohol dispenser at the Spa entrance. In addition, we will be adding a table with cloths and disinfectant spray for guests to use directly on the equipment also. See attached photo

Hope this is all, please find me at your disposal if anything else is needed.

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Warmest regards / Kær kveðja,

Pedro Santos

Hotel Manager / Hótelstjóri
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- Spa Health & Safety Guidelines & Action Plan - Center Hotels Arnarhvoll.pdf



Alcohol dispenser.jpg



- Trash can with lid.jpg

 - Spa Sign.jpg