



COVID-19 SAFETY & HYGIENE 16-STEP PROTOCOL

We are committed to delivering a clean and safe environment through strict hygiene and safety protocols

A message from our CEO & Founder:

We are tackling the challenges posed by COVID-19 head on and not taking any chances when it comes to the safety of our guests and personnel. In order to continue providing memorable experiences to our guests, we have stepped up our hygiene policies and procedures.

Our teams have been briefed and trained to comply with strict protocols, with the aim of bringing confidence to all our stakeholders. The cooperation of all our guests is essential and will be closely monitored. We must keep in mind that each individual needs to do their bit so that everyone can enjoy arctic experiences in a safe and joyful environment.

We aim to minimise the impact of these measures on the guest experience in the short term and we will look to keep many of the background hygiene measures in place even in a post-pandemic world.

These measures may be gradually eased, taking into consideration the evolution of the pandemic.

We'll get through this together!

Markku Inkilä



1. Face Coverings

The wearing of face masks is mandatory in public spaces throughout the resort, by guests and employees alike. Masks may only be taken off when seated at a restaurant table or when on an experience where social distancing is easily possible.



2. Temperature Checks

Anyone entering the resort is subject to an infrared temperature check. Individuals with a high temperature will be instructed to self isolate and medical authorities will be alerted in order to perform a COVID-19 test. Self isolating guests will receive the full support and attention of the resort staff, including meal deliveries to their cabin.



3. Handwashing & Sanitising

Additional hand sanitising stations have been installed in the restaurant and the safari house. It is everyone's duty to sanitise their hands before and after touching common surfaces. We encourage everyone to wash their hands with soap in the lavatories as frequently as possible.



4. Social Distancing & Contact Barriers

There are plexiglass contact barriers at the reception and bar counters. Each party must continuously ensure they are at least one metre apart from other parties when wearing face coverings and two metres apart when not wearing face coverings. We encourage everyone to guide themselves by the social distancing markings on the floor. For the time being, we do not shake hands.



5. Scattered Meal Times & Tables

Meal times must be booked in advance in order to avoid overcrowding of the restaurant. Every second table is blocked from use with red markings reminding everyone of social distancing measures.



6. QR-Code Menu & Take-Away Meals

Tangible food and beverage menus have temporarily been taken out of use and replaced by stands with QR codes, which guests may scan and browse through our listings. Individually packed light meals and snacks are readily available throughout the day.



7. Visible Cleaning Schedules

Common areas such as the restaurant, reception and safari house are thoroughly hygienised and aired several times a day and for short periods inaccessible to guests. We publish the cleaning schedule, as well as the exact methods utilised to disinfect surfaces.



8. Enhanced Surface & Gear Disinfection

High-touch items such as door handles, payment terminals, saltshakers and alike, are frequently disinfected. Cutlery boxes have been replaced by individual napkin-wrapped cutlery sets. Buffet utensils are swapped out every hour and guests must sanitise their hands before touching these. Large outdoor experiences gear and vehicles are sprayed with disinfectant and balaclavas, mittens and socks are washed in 90°C after every use.



9. Removal of Excess In-Cabin Items

We have downsized the content of guest cabins in order to limit the spread of germs. This includes the locking of minibars, removal of decorative high-touch items and information leaflets. The guest information folder may be browsed through via the in-cabin tablet device, which is thoroughly disinfected.



10. Downscaling of the Sauna Service

Public sauna time slots have been scrapped for the time being, as we're unable to assure full compliance with guidelines in a humid and prone to contact environment. Instead, guests will be able to book private time slots and the sauna will be disinfected in between times. The pool and hot tub are temporarily out of use.



11. Reduction of Experience Group Sizes

The capacity of our vans has been slashed in half and we will, upon necessity, utilise large busses to carry out aurora hunting trips. Overall, outdoor experiences will take place with a smaller number of participants.



12. Online Check-In & Contactless Payment Methods

We strongly encourage everyone to take care of the traditional paperwork online, prior to arrival. Direct bookers receive an email where they may securely fill in their details. Travel agency guests may submit their details to the agent in advance. The payment methods we offer are Mastercard, Visa and Amex, also via Apple Pay, Google Pay or any contactless card. Although cash is accepted, we highly recommend contactless payments.



13. Arrival Day Briefing

Upon arrival at the resort, guests are required to be wearing face coverings and will be subject to temperature checks. Face masks may be purchased at the resort. Before check-in, guests will be briefed on our COVID-19 safety and hygiene protocols. Compliance is strictly mandatory by anyone entering the resort premises.



14. Skipping Day Cleaning Services

Our staff will not enter guest cabins during their stay. Instead, additional towels will be placed in the cabin for longer stays. Laundry and rubbish bags will be available inside each cabin for guests to dispose of used items, which will in turn be collected by our housekeeping team. The collection point is in front of the cabin door.



15. Express Check-Out & Disinfection of Key Cards

Guests may settle their bill by calling the reception from the in-room tablet device, at any time of the day or night. Upon check-out, guests may leave the keycard in a container at the front desk. Our team will ensure these are properly sanitised before being handed out again.



16. Contact Tracing Assistance

We have appointed a contact tracer who will liaise with medical authorities, in order to ensure full cooperation and efficiency in case of exposure. For this purpose, we will keep all guests' contact details for a minimum of fourteen days after check-out.