

## **COVID - 19 Prevention and Control in Jadran Hotels and Campsites**

**Dear Guests,**

**As it has always been, the safety and security of our guests and associates remain our highest priority.**

**Responsibility to our guests and employees is to take measures and follow the health recommendations rigorously.**

### **General prevention measures:**

- Disinfection stations are at all accesses to the hotel. Disinfection of hands is required at main entrance, at each public closed area and pools,
- Official precaution signs established by Croatian Government authorities are present at each point of disinfection (Safety distance, COVID add, hands washing procedure, a.o.),
- Daily cleaning and disinfection along all common hotel areas, using virulent products and several times per shift (door handles, taps, bar areas, etc.),
- It is employee's obligation to measure body temperature prior to his arrival to work and it is recorded. By doing so, we always ensure staff health and safety,
- In case of suspicion of infection, there is a strict Company procedure, followed by Civil Protection Headquarters prescribed measures,
- There is ventilation of whole hotel area as much as possible.

### **Front desk**

- Hand sanitiser are present at entrance and Front desk,
- Check in and check out are streamlined to minimize waiting time at reception,
- Displacement flows are established to avoid unnecessary guest crossings,
- Number of guests at Reception is controlled by general rules, it is up to the guest to behave so,
- There is a social distancing floor tape or signs at Reception area,
- Detailed info for guests concerning COVID-19 are available upon request.

## **Food & Beverage**

- Hand sanitiser are present at entrance and exit to Terrace,
- Tables are arranged to ensure a prescribed social distance between guests,
- Disinfection of tables after each guest is mandatory,
- There are no items on the table before next guests arrive,
- There is ventilation of the F&B outlets as much as possible,
- There is a social distancing floor tape AND signs at Restaurant area,
- Staff adheres to good personal hygiene practices (frequent handwashing, cough hygiene),
- All food handlers and supervisors are trained in safe food preparation and service practices,
- Jadran's food and beverage operations are required to conduct self-inspections using the company's food safety HACCP standards as guideline.

## **Housekeeping**

- Implementation of new cleaning plans that involve disinfection of all surfaces and areas are implemented for the first day,
- Information about new procedures for room cleaning and linen changes is available to guests upon request,
- Linen is delivered to the room upon request, in case guests do not want any change,
- All rooms are cleaned with the windows and doors open to increase air circulation and to ventilate the space,
- Special attention is given to disinfecting frequently touched surfaces after cleaning (furniture, light switches, telephone, hairdryer, safe, knobs, remote control, taps, pushbuttons, hangers etc.),
- Disinfectant gel is placed in the different areas of the property, including public toilets used by guests and by staff, and other areas of interest,
- Cleaning and disinfecting detergents and liquids are all Certified by international brands,
- Detailed handwashing instructions and disinfectors are placed in all public toilets.

## **Swimming pool**

- There is a hand disinfectant gel at the entrance,
- Sunbeds are arranged to ensure a prescribed social distance between guests,
- Disinfection of sunbed is practised after each guest,
- Registrations for using pool towels and pool generally is provided.

### **Mini bar**

- Usage/supply is done upon request.

### **Operational activities**

- We follow the guidelines and recommendations of local authorities:

<https://mint.gov.hr/en>

<https://www.koronavirus.hr/en>

<https://mup.gov.hr/uzq-covid/286210>

[www.hzjz.hr/sluzba-epidemiologija-zarazne-bolesti/koronavirus-najnovije-preporuke/](http://www.hzjz.hr/sluzba-epidemiologija-zarazne-bolesti/koronavirus-najnovije-preporuke/)

General rules which are prescribed for all guests are as follows:

- Wash your hands regularly with soap and water OR use an alcohol-based disinfectant,
- When coughing and sneezing, cover your mouth and nose with your elbow or tissue paper that you later discard into the trashcan and wash your hands,
- Avoid touching your face, mouth, nose and eyes,
- Avoid close contact with sick people who exhibit symptoms of fever, cough and/or shortness of breath,
- All employees should stay home if they are sick, call your chosen doctor and avoid going to a health care facility unless your doctor advised you to do that,
- Avoid handshaking and close conversation – maintain social distancing.

All Jadran properties have been provided with information about COVID-19 and detailed management instructions.

We are doing our utmost best to provide you, your family and loved ones with a very safe and healthy stay at our Hotel.

Thank you so much for your comprehension and being so understanding for this situation, we seriously cannot wait to welcome you all again.