



# Adriatic Luxury Hotels Covid-19 Response and Measures

Updated May 1<sup>st</sup>, 2020

Our top priority at Adriatic Luxury Hotels is the safety and wellbeing of our guests and staff. We are closely monitoring any and all updates from the European Centre for Disease Prevention and Control on the Coronavirus in Croatia, the World Health Organization and the Croatian Civil Protection Authority.

In response to the COVID-19 pandemic and to ensure that all appropriate health, safety and hygiene conditions are in place to continue our operations while keeping your relaxed and safe during your stay, Adriatic Luxury Hotels have joined the ***SAFEGUARD Risk prevention and health protection program***, provided by the international certification house Bureau Veritas (BV).

All our currently opened hotels are proud holders of the SAFEGUARD certificates. More information about the program and its significance, as well as about the BV certification house can be found at the following link: <https://restartwith.bureauveritas.com/pages/home/>

All internal hotel procedures and precautionary measures are in accordance with the requirements of the ***SAFEGUARD Risk prevention and health protection program***

Our measures include:

## GENERAL MEASURES

- Ensured designated space 1,5 m of between guests at the reception during check-in, re-arranged furniture to allow suitable space for social distancing throughout the property
- Signage and distance markers in place in key areas to remind guests on social distancing protocols and precautionary protocols
- Disinfection of guests' luggage upon arrival
- Temperature check for all guests and employees may be expected upon arrival
- Valet services delivered in accordance with precautionary protocols, though self-parking is recommended, when possible
- Use of personal protective equipment during interaction with guests (front office staff, restaurant staff, wellness staff)
- Hand sanitizer stations installed throughout public areas at guests' high-contact points and in back-of-house areas
- Enhanced sanitation procedures in all hotel key areas
- Increased frequency of cleaning and disinfection of public areas (including lobbies, elevators, restaurants and bars, restrooms, spa and pool areas, etc.)

- Enhanced disinfection of floors in reception areas and restaurants
- Frequent disinfection of the elevator control panel and staircase handrails
- Frequent disinfection of handrails on chairs
- Heightened cleaning and sanitation protocols for public restrooms
- Limited occupancy of elevators (up to 2 people), unless it is a family group
- Provision of protective masks and gloves for our guests on request
- COVID-19 awareness, education, and training of all employees
- Removal of lobby brochures, magazines, and newspapers to reduce areas of potential cross-contamination (all publications are available on request as a personal copy)

#### ACCOMMODATION UNITS

- Enhanced cleaning and sanitation protocols in guest rooms focusing on high-touch points in guest rooms (including light switches, door and window handles, remote controllers, thermostats, water faucets, hangers etc.)
- Collateral paper items in guests' rooms have been minimized (note pads & stationery, hotel collateral, print magazines, guest directory) and converted into digital format for your convenience
- Linen and towels in guests' rooms are changed on daily basis (may vary by property)
- Extra blankets have been removed from guest rooms and are available on request
- Daily housekeeping service during a guest's stay may be modified in accordance with guest requirements
- Contactless option for drop-off and pick-up at door available for room service delivery

#### FOOD AND BEVERAGE FACILITIES

- Food and beverage services have been adjusted in accordance with current safety recommendations
- Enhanced food safety and hygiene protocols
- Guests are kindly requested to wait to be seated
- Restaurants mainly providing a-la-carte service, where possible. Where buffet service is offered, no self-service will be available while guests will be served by a chef at buffet stations
- Restaurant/Bar seating allocated to safeguard social distancing
- Disinfection of buffet tables after each service
- Menus replaced by disposable/'easy to clean' forms or in digital formats
- Daily deep disinfection of hotel kitchen areas
- Reservations at hotel restaurants are not mandatory, but highly recommended

#### SPA AND BEACH AREA

- **Furniture set-up in wellness/beach area rearranged to encourage social distancing protocols**
- Increased frequency of cleaning and disinfection of wellness areas (massage rooms, workout machines, handrails in swimming pools, spa & sun lounges)
- Hand sanitizer stations installed at high-contact areas and in treatment rooms
- Reservations for spa treatments (by phone) are mandatory
- 30 minutes in between treatments is ensured for deep disinfection and cleaning
- Use of sanitary masks within wellness area is mandatory for both guests and employees
- Wet saunas are put out of order
- Pre-pool showering is mandatory

We will be updating the above measures in accordance with the changes with the COVID-19 situation and in accordance with Croatian Government guidelines.

All our employees and hotel staff are familiar with all the prescribed procedures in this situation and are educated to provide information and help to our guests if needed.

We are closely monitoring the development of the situation and are ready to introduce any new measures that are necessary to keep our guests and employees safe and well.

In the meantime, we look forward to better times and to welcoming you back to Adriatic Luxury Hotels in the coming months.

ADRIATIC LUXURY HOTELS