

Dear Guests,

Thank you for choosing to stay with us. Please find below important information about the etiquette and rules of use of our services, which are mandatory for your own safety, the safety of all other guests, and the safety of our employees.

All of our employees are properly trained and follow all prescribed safety and health measures.

We kindly ask you to act responsibly as well.

The basic rules you should follow at all times are:

- Keep a physical distance from other people who are not your family members.
- Frequently wash your hands using soap and water.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Always sanitise your hands when you enter any facility (the reception area, restaurants, bars, bakery, souvenir shop, sanitary facilities). Our sanitisers are acquired from trustworthy suppliers and available at all times.
- If you experience any symptoms of infection, contact the facility staff as soon as possible.
- We recommend using a face mask indoors. Face masks and disposable gloves are available from our reception desk.
- Follow the notices at the facility and observe the house rules.
- Children should be under parental supervision as much as possible.
- If some areas or parts of an area are out of service, please do not remove restricted access signs and respect the designated restrictions of use.

Travel preparation

Make sure you and your travel companions are completely healthy before travelling.

- Please notify us about any additional services you will need before arriving at the facility so that we can safely prepare them for you in advance.
- The preferred payment method is contactless payment so please plan to use a credit card or the accommodation unit card/bracelet.
- If you need cash, please use an ATM rather than exchange your currency at the reception desk.

Arrival

Upon your arrival, please park your vehicle at the designated spot. We recommend as few people as possible enter the reception area during check-in, and we especially advise children to stay outside with an adult. In order to additionally reduce the amount of time people spend at the reception desk and speed up the whole process, we offer the option of checking in and checking out online.

- Do not enter the reception area if several people are already inside. Please wait outside for your turn.
- Sanitise your hands when entering the reception area and keep a physical distance from other people while you are inside.
- To minimise contact, you will need to scan your identity documents by yourself at the reception desk.
- All items you receive at the reception are disinfected and safe for you to use.

You will receive all necessary information about how to reach your accommodation unit as quickly and as safely as possible from the receptionist. All surfaces in the reception area are regularly disinfected.

Accommodation units

All parts of the accommodation units (hotel rooms and campsite mobile homes) have been thoroughly cleaned and disinfected before your arrival.

You can adjust the regular cleaning service or the number of times the housekeeper will enter your hotel room during your stay to suit your needs. All additional information will be available in your room.

Bed linen and towels in mobile homes are changed every 7 days.

Sanitary facilities

Please sanitise your hands before entering sanitary facilities and use them responsibly, leaving them tidy and clean.

- Sanitary facilities are cleaned regularly, with additional disinfection carried out every two hours.
- In addition, in order to carry out a thorough disinfection, campsite sanitary facilities will be closed for half an hour in the morning and in the afternoon.
- Disinfection and closing times will be posted at the entrance of each sanitary facility.
- Campsite sanitary facilities are not disinfected during the night so please use them rationally.
- All guests staying in a caravan, trailer, or mobile home at the campsite are advised to use their own sanitary facilities. All hotel guests are also advised to use their hotel room sanitary facilities as much as possible.

Restaurants and bars

Restaurants and bars are organised in such a way to ensure the maximum possible level of safety of all guests.

- It is mandatory to sanitise your hands before entering a restaurant or a bar.
- Tables are arranged in a way that ensures appropriate distance from other guests. Tables and chairs are disinfected after every guest.
- When the hotel occupancy is greater than the capacity of the restaurant with the tables properly arranged for keeping a distance of 1.5 meters between guests who do not belong to the same family, meals are organised in several timeslots with a predefined start and end time.
- Clean and disinfected cutlery is placed on your table after you are seated. Standard menus are no longer in use – you can view our menu by scanning a QR code with your mobile phone.
- You can order at the bar, but lingering at the bar and drinking or eating at the bar are not permitted.

Animation, mini and teen clubs

When using the services of our animation team, please follow all the instructions that you will receive from our animators before the beginning of the activity.

- All programmes are performed according to a predetermined schedule and with predetermined activity leaders in smaller groups.
- A record is kept of all the participants in the activity, which includes their first and last name, phone number, and time of participation.

Children's playgrounds

- It is mandatory to sanitise your hands before entering a children's playground.
- Children under 12 may not use the children's playgrounds without parental supervision.
- Use children's playgrounds at your own risk.

Pools and beaches

- It is recommended that a limited number of people stay at the pools and beaches in order to maintain a physical distance.
- Sunloungers are arranged in a way that respects the physical distance, and they are disinfected at the start of every day as well as after every guest.
- Please avoid crowding when using the pools, and if our employees are forced to intervene due to too many people being in the pool, please respect their advice.

Wellness

- All wellness services except the steam bath are available for use.
- The number of visitors permitted to enter the areas of the wellness, indoor pool, and SPA zone is limited.
- If you wish to use these services, please call ahead to book a desired time. We kindly ask for your understanding should it happen that your desired time is not available due to the implementation of safety measures.
- For the purpose of contact tracing, we keep a record of wellness centre visitors, which includes the first and last name of the guest, phone number, time of arrival and departure, and the service used.
- Measures for ensuring a physical distance, additional cleaning, and disinfection are implemented in all areas.
- Before using any services, it is mandatory to sanitise your hands.
- For beauty treatments, disposable tools are used wherever possible, and all other tools are sterilised after each use. The tables, chairs, beds, and all other parts of equipment the client came in contact with are disinfected immediately upon each client's departure.

Fitness

- The number of users allowed to enter the fitness area is limited.
- Gym equipment is arranged in such a way to keep a physical distance between the visitors.

- The employees in the fitness area have implemented more thorough cleaning and disinfection measures. Every person should additionally disinfect the exercise machines and gym equipment after they finish using them.
- We keep a record of fitness centre visitors with the guests' first and last name, phone number, and time of visit.

The wellness and fitness area is open to both hotel guests and other visitors.

Accommodation unit repairs

If an intervention is required in the accommodation unit, you will receive a notice about the service person's time of arrival in advance.

- You must exit the accommodation unit during the repair.
- The service person will sanitise their hands and shoes before entering the accommodation unit as well as all surfaces and objects they came in contact with once the repair is finished.

Etiquette at the destination

When visiting other facilities at the destination, please follow all of our basic rules as well as all additional rules of the service provider whose services you are using.

Handling infection

We must emphasise that we are prepared for this situation and we kindly ask guests who suspect they might be infected to contact the reception staff, who will then notify the competent doctor/epidemiologist with the facility director's assistance. They will also provide a place for the person experiencing symptoms to be isolated with all necessary services, such as delivery of food, medicine, and drinks as well as provide health treatment onsite or at the nearest medical facility.

Information about crossing the border

You can find information about the requirements for entering the Republic of Croatia regarding the COVID-19 restrictions [here](#).

In order to more quickly and easily cross the country's border, all foreign visitors are recommended to register at the website entercroatia.mup.hr. Travellers who do not provide their information in advance through the before mentioned app will be able to provide this information at the border, but they will have to wait longer in a separate entry queue.