



COVID-19 PREVENTION AND CONTROL

Dear Guests,

We have always taken our standards of hygiene and cleanliness seriously. Now more than ever in light of the current situation we have taken additional measures to ensure you have a healthy and happy stay with us.

GENERAL GUIDELINES

We follow the guidelines and recommendations of local health authorities:

- 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 trash can and wash your hands;
- Avoid touching your face, mouth and eyes;
- Avoid close contact with sick people who exhibit symptoms of fever, cough and / or shortness of breath;
- Avoid handshaking and close conversation - maintain a distance of at least 1.5 m;
- Keep the rooms ventilated and try to spend as much time as possible out in the open;
- Avoid larger groups of people and public gatherings;
- In case of suspicion of infection, guests are instructed to contact the reception at 023/280-280.

FRONT DESK

- Physical distancing floor tape in the reception area;
- Hand sanitiser at the entrance;
- Controlled number of guests at the reception;
- Detailed info for guests concerning COVID-19;
- Physical distance barriers installed at the reception desk.

FOOD & BEVERAGE

- Hand disinfection at the entrance. Guests will be reminded to use the hand sanitiser when entering and leaving the premises;
- Tables arranged to ensure a prescribed social distance between guests;
- Tables are empty before guest's arrival.
- Disinfection of tables after each guest including all items on the table;
- Ventilation of indoor F&B premises as often as possible;
- Staff adheres to good personal hygiene practices;
- All food handlers and supervisors are trained in safe food preparation and service practices.

HOUSEKEEPING

- Implementation of new cleaning plans that involve disinfection of all surfaces and areas;
- No entry policy – during guest's stay maids will not enter their accommodation unit. Information and linen/towels exchange schedule will be available at the reception;
- Room maids will wear gloves and masks;
- All linen and towels used in the accommodation unit have been previously treated with a virucidal disinfectant in order to provide maximum safety for all guests.
- All rooms will be cleaned with the windows and doors open to increase air circulation in order to ventilate the space;
- Special attention given to disinfecting frequently touched objects and surfaces;
- Disinfectant gel dispensers located in the different areas of the resort;
- Official instructions placed in all public areas;
- Cleaning record visible to guests in all public toilets.

SANITARY FACILITIES IN THE CAMPSITE

- Our housekeeping personnel clean and sanitise the sanitary facilities and other equipment more frequently, and in accordance with specific instructions and standards (special cleaning plans);

- Guests are kindly asked for understanding if they have to wait while the sanitary facility or parts of it are being sanitised;
- Guests are kindly requested to maintain physical distance according to labels at the facility's entrance;
- If the direction of movement is indicated in a sanitary facility, please follow the instructions;
- If you are traveling with camper or caravan already equipped with a sanitary facility, we recommend the use of the sanitary facility located within your camping vehicle;
- Most of our sanitary facilities are equipped with family bathrooms and depending on their availability, guests are encouraged to use/rent them.
- Sanitary facilities will open in accordance with the campsite's occupancy. Guests are kindly asked for their understanding if all sanitary facilities are not available from the season's start;

KIDS CLUB AND ANIMATION

- Maintaining physical distance;
- Controlled number of guests at all activities;
- If necessary guests will be divided into several groups in order to maintain physical distance at activities;
- Hand disinfection at the entrance to Zatonino Kids Club
- Hand disinfection at every other activity
- Regular disinfection of all materials and props after being used;
- Children as well as parents will be reminded to use the hand sanitiser when entering and leaving kids club area;
- Disinfection of tables after indoor creative activity;
- Ventilation of kids club area at least 2 times for 30 minutes per day;
- More frequent outdoor activities;
- Entertainers adhere to good personal hygiene practices;
- Informing guests about the procedures for animation on a daily basis;
- Guests can still use the playgrounds, while maintaining physical distance from all other persons at the playground.

BEACH AND POOL COMPLEX

- Guests are requested to disinfect their feet through the pool disinfectant before entering the swimming pool complex;
- Guests are requested to follow the management's instructions and respect physical distancing rules, equipment use limitations, and visitor number limitations;
- Regular disinfection of beach/pool equipment after being used;
- According to the unanimous opinion of experts, confirmed by a report of the German Environment Agency, going to a public swimming pool, where swimming pool water is conventionally treated, does not increase the risk of infection for users: "A sanitising agent (usually chlorine) is added to the swimming pool water, deactivating or killing potential pathogens present in the water".

OFFICIAL INFORMATION CONCERNING THE ENTRY INTO CROATIA

The following link contains frequently asked questions with regard to the conditions of entry into the Republic of Croatia considering the restrictions in place to prevent the spread of COVID-19:

<https://mup.gov.hr/uzg-covid/english/286212>

In order to facilitate the crossing of the border of the Republic of Croatia, we recommend visiting the page

<https://entercroatia.mup.hr/> before the trip and filling in the online registration form for passengers crossing the border.