

HOTEL ZORA COVID-19 SAFETY STANDARDS AND HOUSE RULES



Safety guides for hotels During COVID-19

Preventing the spread of the virus

Practicing good hand hygiene and sneeze/cough hygiene is the best defense against most viruses.

You should

- wash your hands frequently with soap and water and dry them well, before and after eating and after going to the toilet
- avoid contact with others (touching, kissing, hugging and other intimate contact)
- cover coughs and sneezes with clean tissues or your elbow and dispose of tissues
- use alcohol-based hand sanitizer if you aren't able to wash and dry your hands.

Practicing good hand hygiene and sneeze/cough hygiene is the best defense against most viruses.

Cleaning standards in our hotel

When cleaning all public rooms and hotel rooms, the measures and instructions issued by the competent institutions will be followed.

It is important to note that daily cleaning and entry of household staff into the rooms will not be carried out unless explicitly requested by guests.

Facilities and services

- In order to ensure a hygienic standard, in every hotel facility sanitary treatment is performed using products of international standard.
- The frequency of cleaning with disinfectants of products or objects that guests often touch, such as door handles, elevator buttons, elevators, chairs, tables, etc., increases.
- All food and beverages are processed according to international HACCP standards (hazard analysis and critical control points).
- Content and service management is carried out according to the official protocol of the government and competent services.
- Education and campaigns on COVID-19, a healthy lifestyle, as well as the importance of proper hand washing, are regularly conducted in every room and public space.

Public area

The use of all public spaces is possible with the implementation of social distancing measures.

1.Reception

Working hours 0-24h.

During their stay and check-in at the hotel, guests must adhere to a measure of physical distance of 1.5 meters in relation to other guests unless they are members of the same family or group.

- We recommend all guests to provide us with the time of arrival and the documents necessary for check-in before arrival at the hotel so that check-in can be done without major interaction at the reception.
- Guests must announce the check-out time in advance so that the check-out can be prepared in time and avoid staying at the reception.
- The exchange office will not be available, we also recommend guests to use contactless payment instead of cash.

Treatment of guests

- If a guest shows symptoms of COVID-19 (fever, cough, shortness of breath, and difficulty breathing), the hotel assistant manager (HAM), along with the emergency response team, will assist the guest by referring to official government protocol.
- The hotel has a contact with the Šibenik General Hospital in Šibenik and on-duty epidemiological services in case of need.
- Additional hand sanitizers are available at each hotel entrance as well as in all public areas of the hotel.
- Further verification is conducted with foreign guests, especially those who came from the government's list of countries with travel restrictions.

2. Restaurant

At the entrance to the restaurant, a disinfection stand is set up with instructions for use, with the control of the waiter.

The waiter brings the guest to the table that was originally disinfected (table and chairs).

Price lists will be placed in billboards - one in the restaurant and one on the terrace.

Limited seating within the restaurant - for a maximum of 212 people and 84 seats on the terrace (distance 2m from table to table).

Working hours: breakfast 07:00 – 10:00 h, lunch 12:30 – 14:00 h, dinner 18:30 – 21:00 h.

Show kitchen: hot buffet table - safety barrier made of Plexiglas and insulated glass 1.90 m high around the entire buffet table.

The guest selects food from the buffet table, the chef serves it on a plate and hands it out to the guest through the provided opening (two openings).

Appetizers and desserts portioned and separately packaged with a lid.

Guests have no contact with appliances. Coffee and juices during breakfast are served on the buffet table and are dispensed by the waiter (Plexiglas protection between the guest and the waiter).

3. Bars

a) Aperitif bar:

Limited seating within the space and on the terrace (distance 2 m from table to table).

Price lists are located at the entrance to the bar and on the terrace placed in the billboards.

Room charges are recommended.

b) Wind rose:

Opening 15.06. working hours 10:00 - 19:00.

Evening program and live music is not planned for now.

Issuing drinks from the bar (safety Plexiglas installed).

Staying at the bar is prohibited, on the terrace a distance of 2 m from table to table.

Kitchen from 12:00 - 18:00 (Pizza, salads, grill with serving TO - GO)

b) Beach bar (Raduča):

Limited seating, TO GO program for coffee and beer and PVC water and juices

Opening hours from 10:00 - 18:00.

Issuing drinks and charging with safety Plexiglas. Price lists will be displayed on the window of the building.

c) Dolphin bar - CLOSED UNTIL FURTHER NOTICE!

d) Piano bar - Out of function as a bar and prepared to work as an additional restaurant if necessary, due to the limited capacity of the main restaurant.

4. Fitness hall

Available with limitations of max. 2 pax.
Reservation has to be done on the hotel reception.

5. Wellness and pool

Dry (Finnish) sauna available max. 1 pax.
Treatments are not available.

Swimming pool

The use of the pool is possible in compliance with the measures, recommendations and instructions of the competent authorities. Accordingly, the capacity of our pool during the duration of the measures will be limited to max. 20 people. Use of swimming pool is possible with prior reservation at the hotel reception, which will be confirmed according to availability.

6. Beach

The use of the service of renting umbrellas and deck chairs on the beach will be available in compliance with the measures and recommendations of the competent authorities. According to the current recommendations, a measure of max. 15 people per 100 square meters.

7. Sports fields

The use of all sports fields is possible with respect to social distancing measures.

8. Kids Club and animation

Swimming pool in Kids Club – not available due to high level of disinfection that has to be provided and which is not recommended for the kids.

Availability of animation depending of the hotel occupancy with adherence to measures, recommendations and instructions issued by the competent institutions.

Notes

According to the situation the measures, recommendations and instructions are regularly updated keeping in mind hotel operation needs.