



VILLA DUBROVNIK
DUBROVNIK

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COVID-19
SAFETY GUIDELINES

Dear Guests,

thank you for choosing Villa Dubrovnik, and we appreciate the trust you have placed in us to ensure you enjoy a wonderful and safe stay in Dubrovnik.

Having recognized the ongoing situation and a growing uncertainty surrounding the COVID-19 pandemic, our highest priority is the health and well-being of our guests and employees.

With that in mind, we wanted to update you on the effort we have put in in response to the outbreak.

We have put safety and sanitation measures in place to protect the health and safety of everyone visiting, staying, or working at our facilities.

Our team remains at your full disposal for any kind of assistance you may need during your stay with us.

For more information, please check the following links:

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

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

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

<https://vlada.gov.hr/search-results/14960?pojam=covid+19>

In order to shorten the procedure at the border crossing point, we advise all foreign passengers, regardless of their citizenship, to fill out the form at:

<https://entercroatia.mup.hr/>

Regional map of COVID-19 cases in Croatia:

<http://www.croatiacovid19.info/>

We wish you a pleasant stay at Villa Dubrovnik!

Your Villa Dubrovnik Team

GENERAL INFORMATION

Villa Dubrovnik has been awarded the **Bureau Veritas SafeGuard Hygiene Excellence and Safety Certification**, following a rigorous certification process and field audits conducted across the hotel.

As a recipient of this label due to the COVID-19 pandemic, Villa Dubrovnik has demonstrated the achievement of the highest standards that keep hygiene and safety at the forefront.

As part of the audit process, the entire implementation process of the hotel's safety and hygiene protocols has been reviewed, which include standard operating procedures on social distancing and cleaning; guidance in using Personal Protective Equipment (PPE); staff training as well as communications following industry best practices, national laws, and requirements.

Hotel Villa Dubrovnik has also been awarded the **Safe stay in Croatia** label, a national designation of security protocols in tourism and hospitality that was initiated in 2021 and is awarded to stakeholders in the tourism sector by the Ministry of Tourism and Sports.

This prominent label informs visitors that a tourist facility is operating according to the current recommendations of the World Travel and Tourism Council (WTTC) and the Croatian Institute of Public Health. By introducing this label, Croatia is putting visitor safety first.

Compliance is checked at three levels. Periodic and unannounced inspections of the implementation of safety protocols are carried out by representatives of the Ministry of Tourism and Sports and professional associations in tourism.

Hotel Villa Dubrovnik enforces a high-level protocol of health and safety procedures during the pandemic according to the WHO, and all measurements are aligned with the Croatian legislation.

Hotel Villa Dubrovnik will provide special assistance in terms of following the protocol of government requirements, medical care if necessary, in case of a suspected case of COVID-19 at the hotel, as well as an appointed supervisor to monitor all standards of implementation at all times.

A negative PCR test is now required to enter many countries. Waiting in lines can take time, and time is precious, so Villa Dubrovnik has taken on this challenge and enabled its guests to take the test at a prearranged time in a private clinic, general hospital or on hotel premises quickly and easily.

Hotel Villa Dubrovnik has conducted ongoing training of all hotel staff according to the COVID-19 Action Plan and Protocol and ensured alignment to the WHO and national government health and safety laws and measures.

The two-meter social distancing rule is adhered to in all hotel areas. Elevator protocol – only one guest at a time or two or more if the guests are family members or share the same residence.

All public areas have been marked with hotel info guidelines to indicate the recommended distance between individuals and other important hotel rules.

Villa Dubrovnik ensures sufficient supplies of protective face masks and disinfectants for all employees and guests. Hand sanitizers are placed at the hotel entrance, restaurant entrances, and in all public areas for guests to use as advised measures.

Guests are strongly advised to communicate with us through the mobile application (option available upon arrival), as well as via phone or e-mail at any time.

All hotel brochures, room directory, and hotel menus are available in electronic form. They are also available via QR codes placed in rooms and all hotel public areas and restaurants. We have ensured that all our printed materials are kept disinfected and available upon guest request only.

Monitoring and logging bodily temperature for all employees, visitors, vendors is organized daily, as well as temperature measuring for our guests upon their arrival to the hotel.

All employees will wear face masks in all hotel spaces and follow the social distancing rule.

All guests are obligated to wear face masks except at the dining table while consuming meals or drinks.

We kindly advise you to use contactless or online payment methods. Relying on cash payments should be minimized.

Guest are kindly advised to follow the **Safety Covid-19 Hotel House Rules** to make their stay more comfortable and safe.



GUEST SERVICES AND CONCIERGE

All transactions which may require contact during check-in and check-out procedures are carried out by complying to safe social distancing measures. Hotel Villa Dubrovnik provides a possibility of online check-in registration as an option for guests willing to send all required data in advance before arrival.

The guest online check-in is available to provide our guests with more comfort and reduce contact and time spent on the check-in process. The online check-in procedure is completed by filling out * mandatory fields prior to your arrival. The hotel ensures the possibility for guest online check-in on the hotel's official website (2) days before the arrival date.

We encourage our guests to use our luxury transfer service from/to the airport as we will ensure it is disinfected to the highest standards for your comfort and safety.

All residence keys will be disinfected and handed to you and our arrival hotel tour will be provided as an option, according to your preference.

We strongly advise you to announce your approximate check-out time the day before and to use the option provided in your residence via the TV as the View bill option for checking your final bill. The hotel accepts online payment as a fast check-out option, but only upon your confirmation to front office agents.

If luggage assistance is required, your luggage and door handles will be disinfected.

Our guests will have a possibility of mobile communication 24/7 with our concierge and guest services. All brochures will be available via QR codes or sent by e-mail or message according to guest preference upon arrival.

VILLA DUBROVNIK HOUSEKEEPING SERVICE

The cleaning and disinfection procedures for all residences and public areas are top level and conducted in accordance with international and national protocols and measures. The Villa Dubrovnik housekeeping department uses a new mobile application for additional monitoring and completing daily disinfection checklists and protocols.

All professional products used for disinfection and the cleaning equipment are provided by a professional supplier and certificated specifically for COVID-19 standards. All contact surfaces in the hotel are disinfected every hour or after each use.

Cleaning and disinfection is carried out using protective gear (face masks, gloves), and extra disinfection is applied in the final cleaning process at the hotel.

The housekeeping staff disinfects all public spaces of the hotel daily, and during the night, a special form of disinfection is conducted using a professional disinfection machine.

Hotel staff will not enter occupied rooms for cleaning purposes unless guests have requested the service and are outside the residence at the time of cleaning.

All rooms will be ventilated during the cleaning time as requested by health authorities, and your AC may be turned off during the cleaning process.

You can choose the Turndown Service option, available only at your request between 6 p.m. and 10 p.m. for the purposes of reducing contact with our team members.

Housekeeping service is requested via the Smart room option in your room using the touch button located near each residence entrance door.

Once the final cleaning and disinfection process is completed, the guests will be the first ones to enter their room.

The hotel will only accept guest laundry that can be washed at a temperature higher than 60°C, and laundry will be washed separately for each guest.

Each room will have a protection and disinfection safety kit for guest use.

SPA ZONE, FITNESS, INDOOR POOL AND BEACH AREAS

All spa areas – spa reception, spa zone, fitness room, and indoor pool – will have signs and guidelines with all information about disinfection, required social distance between guests, and the recommended number of guests in the area. Each guest is required to use hand sanitizers, wear a mask, and ensure social distance at all times.

The spa zone will be closed for half an hour once a day, 13:30 – 14:00, for special disinfection of all surfaces. Family members or persons sharing the same residence are permitted to use the sauna or fitness area at the same time.

We have reduced the number of sunbeds in line with the social distancing measures.

Treatments cannot be provided to persons with any of the symptoms of acute respiratory infection (e.g. runny nose, sneezing, coughing, or fever).

Treatment beds, all surfaces in the treatment room, and lockers will be thoroughly cleaned and disinfected after each use. After each treatment, there is the obligatory 30-minute gap before the next treatment.

We kindly ask for saunas to be used by one person at a time. Our steam sauna will not be operated following government measures.

Please remember to take a shower before and disinfect your feet before using saunas and pools.

We kindly ask you to put the used towels and bathrobes in a disposable bag and hand it over to the spa receptionist on your way out.

We advise making a reservation to use the gym in order to avoid crowding, and to make reservations for treatments online or by telephone.

FOOD AND BEVERAGES FACILITIES

HYGIENE AND SANITATION GUIDELINES

We uphold the highest monitoring standards and protocols adhering to COVID-19 regulations and the HACCP certificate, which regulates sanitation and hygienic standards. All food and drink outlets are under the control of the Nacional Sanitary Department; all food and drinks are served à la carte.

IN-ROOM DINING AND DELIVERY PROTOCOL

All food and drinks are prepared à la minute, and while serving, the staff use protective masks. All guests are obligated to wear masks except while at the table and consuming meals or drinks. Hot dishes are placed in a hot box, and all other dishes and drinks are properly covered for delivery. The delivery is contactless, and guests are informed of food and drinks from a distance.

FOOD PREPARATION AND STAFF TRAINING

All food is prepared according to HACCP, sanitation, and hygienic standards. No food is prepared in advance but à la minute; all necessary training is conducted and documented according to law.

Restaurant occupancy is reduced due to COVID-19 regulations and respecting the social distance measures at the bar and restaurant area and adhering to to National Civil Protection Headquarters public health requirements.

Menus are replaced by disposable, easy-to-disinfect menus and digital-format menus with QR codes.

Reservations at hotel restaurants Pjerin and Giardino are not mandatory but highly recommended.

CLOSING REMARKS

Due to the COVID-19 pandemic, we are taking all necessary measures to prevent any possible spreading of the virus to keep our guests and staff safe.

We will be updating the above measures following the changes with the COVID-19 situation and following the Croatian state guidelines.

All our employees and hotel staff are familiar with all the mandatory procedures and are educated to provide information and help 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 our beautiful Villa Dubrovnik this summer!

All of the above measures are subject to change depending on further instructions from the National Civil Protection Headquarters or WHO.



VILLA DUBROVNIK
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THE LEADING HOTELS
OF THE WORLD®