



VILLA DUBROVNIK
DUBROVNIK

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COVID-19
HOUSE RULES

Dear guests,
to make sure you have a safe and pleasant stay in our hotel during the COVID-19 pandemic, please follow these guidelines and recommendations:

- Wash your hands regularly with soap and water or use an alcohol-based sanitizer.
- When coughing or sneezing, cover your mouth and nose with your elbow or a tissue you should later throw into the trash can, and wash your hands.
- Avoid touching your face, mouth, nose, and eyes.
- Avoid handshakes and standing close to another person during conversation. Maintain social distance of at least 2 meters. Smiles are more than welcome!
- Guests may have their temperature checked upon arrival to the hotel, and our employees will have their temperature checked on a daily basis before entering the hotel.
- It is mandatory to use a hand sanitizer when entering the hotel and after touching high-touch surfaces.
- Please observe the rule about the elevator occupancy limit of one person at a time. The rule does not apply to family members or guests staying in the same room.
- In order to minimize direct contact, we encourage you to use QR codes for all the information you need instead of printed brochures, price lists or restaurant menus. All printed materials are available upon request to be used as a personal copy.

- Our concierges are there to make your stay memorable. You can reach them at any time by **dialing 9** from your room or you can contact them via **applications at +385 99 451 8728**. Please note that our staff will wear face masks when speaking with you directly.
- 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.
- In order to minimize direct contact, our housekeeping staff will clean and disinfect your room in the morning only if you are not present. We encourage you to communicate the preferred time for housekeeping to our front desk agents.
- Turndown service is provided only upon request from 6 p.m. to 10 p.m., and you can order the service by pressing the button for housekeeping on the console near the entrance door or by calling front desk agents from your room.
- We are strongly advised by healthcare authorities to ventilate rooms by opening balcony doors during the cleaning process. The AC will be turned off during that time.
- Laundry and minibar pricelists are delivered to rooms upon request only.
- Spa and fitness facilities are closed every day from 1:30 p.m. to 2 p.m. for disinfection of all Spa areas.

- While in the Spa, we kindly ask you to take a shower and use the feet sanitizer before and after using saunas and the pool. We also ask for the saunas to be used by one person at a time.
- The beach area has limited space and there is a two-meter distance between sunbeds. They are used on a first-come-first-serve basis.
- Villa Dubrovnik has been issued the **internationally renowned Safe Guard certificate**, which requires strict protocols of control, cleaning, and disinfection of the entire hotel that meet all COVID-19 recommendations and guidelines as well as HACCP principles, which guarantee the highest standards of hygiene and sanitation.
- All food and beverage outlets undergo supervision by the Sanitary Inspection of the Ministry of Health.
- All food and beverages are always prepared à la minute, and the staff uses protective masks during preparation and serving. Hot dishes are placed in hot boxes, and all other dishes and beverages are properly covered for delivery.
- The number of seats in restaurants has been reduced, and tables have been arranged to ensure social distance indoor and outdoor.
- Restaurants have digital menus (which can be accessed via a QR code) and easy-to-disinfect printed menus.
- While reservations in restaurants Pjerin and Giardino are not mandatory, they are highly recommended.
- We kindly ask you to use contactless cards or online payment services whenever possible instead of using cash.

- We recommend that you use the fast check-out service by accessing the View your bill feature on your TV and also through our system for fast check-out, where you will be invited according to your preference. You can simply verify your expenses with our front desk agents, and we will send you the electronic copy of your bill.
- Should you notice any symptoms such as fever, cough and/or shortness of breath, please call the Front Desk from your room by **dialing 9 or Reception fast dial option**.
- If you are suspected to have contracted COVID-19 based on your symptoms, you and your partner or family members will need to self-isolate. The hotel needs to report the case to a doctor who will examine you and determine further procedures. The hotel staff will not enter the room and service will be provided by leaving the requested items in front of your room door. Daily room cleaning won't be provided during this period. We will communicate with you via telephone, hotel application, or e-mail.
- The hotel needs to strictly follow all instructions and procedures from the doctor in charge and the epidemiologist.
- We kindly ask you to read all the available information and follow all guidelines and recommendations provided by the hotel. The hotel will not be responsible if a guest becomes ill with COVID-19 because they were not following guidelines and recommendations.

- Hotel employees are trained and prepared for any kind of emergency, and you can feel safe and rely on our professional care in these challenging times.

THANK YOU FOR HELPING US TO KEEP
EVERYONE SAFE AND HEALTHY!

WE WISH YOU A PERFECT AND SAFE STAY IN
VILLA DUBROVNIK.



VILLA DUBROVNIK
DUBROVNIK



THE LEADING HOTELS
OF THE WORLD®