



Our commitment to health, safety and security

Dear Guests / Partners,

We welcome you to our hotel with an extra amount of warmth and kindness in a year that has been quite extraordinary. We would like you to know that at Hotel Kolovare, we have always believed that safety is our number one priority and have taken all the mandatory safety measures and precautions necessary to ensure the safety and security of our guests. And now, with the recent COVID-19 pandemic spreading around the world, we are even more concerned about the health and well-being of our guests and employees.

In response to the COVID-19 pandemic, we continue to follow the latest guidance and recommendations from the Center for Disease Control (CDC), World Health Organization (WHO) and the local Croatian health authorities.

With the fairly strict and timely safeguards brought by the Croatian Government and the Croatian Institute of Public Health, coupled with the strict adherence of the Croatian people to such rules and regulations, we have managed to successfully control the spread of COVID-19 which has allowed us to be optimistic about the future while keeping a watchful eye on our surroundings and actions.

STAYING HEALTHY & SAFE DURING YOUR FUTURE STAY WITH US – OUR ACTIONS

Below please find an updated list of items that we are doing to ensure maximum flexibility for your bookings and your well-being during your stay with us:

- We have increased our cleaning and hygiene protocols adjusted to the instructions about COVID-19.
- Hand disinfectant placed at guest contact areas.
- Frequent disinfection of high-contact points, such as elevator buttons, door handles, reception desk, bathrooms and conference rooms.
- Rigorous cleaning and disinfection of guest rooms.
- Food preparation and service is exclusively handled by our employees. Tables and chairs are disinfected after each meal service.
- Enhanced daily disinfection of floors in public reception areas and restaurants (twice daily).
- Use of recommended protection during direct interaction with guests (front office staff, restaurant staff, cleaning staff).
- Infrared thermometers available at front desk to conduct temperature checks of our guests and employees upon request, as required in certain jurisdictions and subject to availability.
- Provision of medical masks and gloves for our guests and employees upon request, subject to availability.
- Keep at least 1,5 meter away from the staff and other guests.
- Regular training of our employees ensuring proper hygiene and awareness of COVID-19. This is vital to help combat the spread of the virus and the health of our employees and guests.

Please help us keep you and our staff safe by following our instructions. We hope that these increased safety measures will all those staying with us to enjoy their stay and allow you to travel to our beautiful country with an additional peace of mind knowing that we are working to keep you safe and secure.

Thank You
Hotel Kolovare team