

COVID-19 Prevention and Control

Dear Guests,

We have taken specific measures to ensure you have a healthy and happy stay with us.

The safety of our guests and associates has always been a top priority for Maistra and today the issue of safety is in the context of COVID-19.

Front desk

- ✓ Online registration suggested to guests by e-mail before arrival.
 - ✓ Detailed info for guests concerning COVID-19.
 - ✓ Limited number of staff at the reception.
 - ✓ Social distancing floor tape in the reception area.
 - ✓ Hand sanitiser at the entrance and front desk.
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Food & Beverage

- ✓ Hand disinfection at the entrance. Guests will be reminded when entering and leaving the restaurant, breakfast, and dining room to disinfect their hands with disinfectant gel.
 - ✓ Tables arranged to ensure a prescribed social distance between guests.
 - ✓ Disinfection of tables after each guest including all items on the table.
 - ✓ Ventilation of the F&B outlets as often as possible.
 - ✓ Staff adheres to good personal hygiene practices (frequent handwashing, cough hygiene).
 - ✓ All food handlers and supervisors are trained in safe food preparation and service practices.
 - ✓ Maistra's food and beverage operations are required to conduct self-inspections using the company's food safety standards as guidelines.
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Housekeeping

- ✓ Implementation of new cleaning plans that involve disinfection of all surfaces and areas.
 - ✓ Information about the new procedures for room cleaning and linen changes available to guests.
 - ✓ If guests do not require house staff to change the beds, the linen will be delivered to the room upon request.
 - ✓ Room maids will wear gloves and masks.
 - ✓ 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 surfaces after cleaning (furniture, mini bar, light switches, telephone, hairdryer, safe, knobs, remote control, taps, pushbuttons, hangers etc.).
 - ✓ In public areas, a detailed plan of cleaning and disinfecting frequently touched objects and surfaces to help reduce the risk of infection.
 - ✓ Installed disinfectant gel dispensers in the different areas of the property, including public toilets used by guests and by staff, and other areas of interest.
 - ✓ Detailed handwashing instructions placed in all public toilets.
 - ✓ Cleaning record visible to guests in all public toilets.
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Operational activities

- ✓ We follow the guidelines and recommendations of local authorities:
<https://www.hzjz.hr/sluzba-epidemiologija-zarazne-bolesti/koronavirus-najnovije-preporuke/>
 - ✓ 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 trashcan and wash your hands,
 - ✓ Avoid touching your face, mouth, nose and eyes,
 - ✓ Avoid close contact with sick people who exhibit symptoms of fever, cough and / or shortness of breath,
 - ✓ All employees should stay home if they are sick, call your chosen doctor and avoid going to a health care facility unless your doctor advised you to do that,
 - ✓ Avoid handshaking and close conversation - maintain social distancing.
 - ✓ We monitor the employees' body temperature by contactless thermometer every day when they arrive to work. We keep records of temperature measurements to ensure the safety and health of our staff at all times.
 - ✓ We have a defined procedure in case of coronavirus in one of our properties with all the SOPs and contact numbers.
 - ✓ All employees are provided with facemasks and gloves.
 - ✓ All Maistra properties have been provided with information about COVID-19 and detailed management instructions.
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SALES & BOOKING

MAISTRA d.d., Obala V. Nazora 6, HR - 52210 Rovinj, Croatia
T +385 (0)52 800 250, E hello@maistra.hr, www.maistra.com

