

# Hotel Amarilis <sup>☆☆☆</sup>

DOBR Augostiteljski obrt, Vinski Vrh 68c, Netretić, OIB:02232996643

IBAN: 2923600001102074466

tel: +385 47 874006, +385 47 874208, +38591 610 2277

[hotel.amarilis@gmail.com](mailto:hotel.amarilis@gmail.com)

## **GUESTS SAFETY AND HEALTH PROTECTION**

Since the beginning of the global pandemic, Hotel Amarilis has been implementing strict hygiene and safety measures in every segment of its business, in accordance with the recommendations of the Croatian Institute of Public Health, in order to further protect the health of guests and hotel staff. Posters with guidelines on proper behavior, frequent and thorough washing and disinfection of hands, space and surfaces, maintaining social distance, space between tables, ventilation of the space and the obligation to wear masks for staff are our daily routine. Contactless download of menus and hotel maps is enabled, we also enable contactless payment for services in hotel, restaurant and cafe bar.

## **BASIC INFORMATION COVID - 19**

Hotel Amarilis, according to the recommendations of the Croatian Institute of Public Health, and in order to protect the health of guests and staff implements the following hygiene standards

## **INSTRUCTIONS AND PRECAUTIONS**

Prospects with guidelines on proper behavior and protection measures have been placed in all public spaces, in order to preserve your and our health. If you have any questions regarding precautionary measures, please contact us by email [hotel.amarilis@mail.com](mailto:hotel.amarilis@mail.com) or contact the staff at reception by dialing **0** on your room phone. More information on the situation in Croatia, as well as updated recommendations of the Croatian Institute of Public Health can be found at [www.hzjz.hr](http://www.hzjz.hr)

## **KEEPING DISTANCE**

Hotel staff is obliged to maintain a constant social distance of at least 1.5 meters in communication with guests and other staff. Handshaking and close contact are not permitted. Please respect this for your and our safety.

## **FACE MASKS**

Guests are required to wear a mask in the restaurant, except while sitting in their seats and consuming food and drink.

## **HAND DISINFECTION**

Please disinfect your hands every time you enter the hotel, restaurant and cafe bar. For this purpose, disinfectants are found throughout the hotel and at the entrance to the cafe bar and restaurant.

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## PUBLIC SPACES AND AREAS

All public spaces and touchable surfaces are thoroughly and often disinfected during the day and night.

## CHECK-IN / CHECK-OUT

A barrier has been set up at the reception to ensure the protection of staff and guests during communication. In addition, staff works with protective masks and gloves when needed. Before and after each guest, the reception staff thoroughly disinfects their hands, desk, barrier and other contact surfaces. The movement and retention of guests at the reception is limited. We kindly ask you to maintain a social distance of 1.5 meters when communicating with staff or other guests. You can announce your check-out in order to prepare an invoice in advance so that your stay at the reception area can be as short as possible.

## HOTEL MAP

The price list of accommodation in the hotel and all other instructions related to the stay in the rooms are available in the hotel map, which you can access by reading the QR code placed with the room phone in the rooms and at the reception

## ELEVATORS

We suggest that you avoid taking the elevator and use the staircase. Only one person is allowed to use the elevator. Several people can use the lift at the same time if they are family members or guests sharing the same accommodation unit. We kindly ask you to disinfect your hands when entering and exiting the elevator.

## ROOM CLEANING

The hotel maintains the highest standards of hygiene, so the entire room and all surfaces are thoroughly disinfected during cleaning.

## SERVING IN A RESTAURANT AND CAFE

Restaurant and cafe bar staff wear masks in contact with guests and respect the high hygiene standards and recommendations of the CNIPH. Guests are kindly asked to disinfect their hands when entering the restaurant or cafe bar area. Contactless download of the digital menus to your own smartphone or tablet using the QR code is enabled. The tables are distributed so as to allow social distance between guests. The tables are kept empty until the guest arrives, the utensils are served only when the guests are seated. Disinfection of tables and all other items on the table is carried out, and the table set is replaced after each guest.