



SAFETY AND HEALTH PROTOCOL – COVID-19

With the fast spread of the COVID-19 disease, Slavija hotel is keeping up to date on situation development in the world, and since the pandemic was declared, we're working on implementation of the regulations by the Croatian Ministry of Health, the Civil Protection Authority, while also following the recommendations of the World Health Organization in order to prevent spreading of the disease. We would like you to know that we welcome guests with same warmth and hospitality as we have always done, we're well informed on the course of events and educated on the protective procedures. The recommendations and measures are updated daily; and these are some of the measures and rules in effect.

RECEPTION AND PAYMENT

In order to minimize physical contact, hotel reception desk now has dividers and sanitizers have been offered for the guests and staff to use continuously. The check-in procedure has been more simplified to ensure the shortest possible time spent in the common area of the hotel. Electronic key-cards are sanitized right before being handed over to the guest checking in, and are also immediately sanitized upon the checkout – the guests will not hand over the key and pick them up each time they leave the hotel – it will now be with them for the whole duration of their stay.

Advised means of payment is by debit or credit card, preferably the contactless cards, in order to perform only the necessary contacts. A bank account payment on the basis of a proforma invoice prior to guest's arrival is also possible.

CLEANING

All common hotel areas are ventilated, cleaned and sanitized several times a day, each day.

Hand sanitization posts have been set up on each floor, right next to the elevator, and guests are instructed to use them before operating the elevator or opening the doors.

Disinfection of high-contact points such as door and window handles, reception desk surface, staircase handlebar, elevator control panel on each floor and the buttons and all internal surfaces of the elevator including the floor, just as all other floors inside the hotel is performed frequently throughout the day.

Right after the check out, besides the thorough cleaning of a room, a disinfection of all surfaces is done using the products approved by the Ministry of Health. We are also rotating the used rooms ensuring that there will be at least 24 hours between the occupancies by guests leaving and new ones checking in the same room.

Cleaning staff and maintenance are educated to strictly adhere to and work by all the measures ordered by the authorities. They are using face masks, gloves and sanitizers and are constantly aware of and keeping the proper physical distance.

BREAKFAST, SERVING OTHER MEALS AND DRINKS

According to the safety regulations, the buffet breakfast is no longer an option. It is now converted to an à la carte service and is being served when ordered.

The restaurant personnel also makes sure to follow the safety and health protocols in handling the food and drinks ensuring the maximum level of hygiene and service. The restaurant area is constantly ventilated, and the venue itself is large enough to allow the sufficient distances for the guest to safely enjoy their meal. Guests in the superior rooms may have their meal on the terrace, and the guests in the standard rooms now can enjoy their meals in the privacy of their rooms at no additional cost for that specific service.

Slavija is here for you for a whole century now, and has been a witness of many unfortunate events that have struck the world and the local community, one of which is the pandemic. There have also been many, many

happy moments that we have experienced together. All that time Slavija was a place of relaxation, and a safe haven as well. Even in these difficult times, please allow us to be your home away from home, your good friend in an unknown city, and a place for your safe vacation.

We hope to meet soon in the heart of the Palace, in Slavija.

Hotel Slavija team

updated April 27th 2020.