

Boutique Hotel Alhambra COVID-19 Safety Update

Welcome Back! We are looking forward to seeing you.

Taking care of our guests, our employees and our community is at the center of everything we do, and remains our top priority. To ensure we provide you with the safest and most pleasant stay experience, our team has been hard at work to raise the bar of hygiene and sanitation, as well as carefully considering every step of our service delivery to implement all necessary changes in accordance with government guidelines and medical experts' recommendations in order to best serve you during this time.

Here are some tangible ways we have ramped up our efforts to ensure guest and employee safety:

- Frequent deep cleaning and sanitizing of all common areas and high touch points.
- Limited number of people in each public facility in compliance with social distancing protocols.
- Temporary closing of saunas and other communal spaces as appropriate and specified.
- Hand sanitizers provided for guest use.
- Contactless payment where possible.
- Protective equipment including masks and gloves for employees as required.

To keep everybody safe, we respectfully ask all guests to:

- Refrain from visiting any hotel facilities if you or a household member have a fever, COVID-19 symptoms or a communicable illness.
- Refrain from visiting any hotel facilities if you are under an isolation or quarantine order/directive.
- Respect the hotel facility's sanitation, hygiene standards and processes posted within the premises and shared by employees.
- Share special sanitation or hygiene requests prior to arriving at the hotel facility.
- Wear their own protective face coverings or masks if preferred.



Boutique Hotel Alhambra is committed to closely following local and national regulations regarding the safe operation of our hotel. As we receive additional guidance, our policies and practices will be updated accordingly. To help you plan a safe and enjoyable stay with us, we are pleased to provide the current updates below:

Before your Arrival

- We are continuing to monitor the latest security and safety protocols (www.hziz.hr). We recommend before leaving, that you check to ensure you have the latest information on any changes that may affect your travel plans (www.mup.gov.hr).
- For easier and faster border crossing, we recommend submitting your data in advance via the website entercroatia.mup.hr. This way you can avoid additional delays at the border crossing as the border police will have your data in the system.
- Should you feel sick or experience any suspected symptoms, we advise you not to travel until you have consulted a doctor and/or have been tested for COVID-19.
- We recommend that you bring a copy of your hotel booking confirmation with you should you be required to present it at the border control.

Arrival

- Please observe the distancing requirement of 1.5 m when checking in at the hotel reception upon arrival.
- Hand sanitizer will be provided at the hotel entrance.
- All relevant safety information for your stay will be provided by the reception.
- Our reception will remain open throughout the day. We appreciate your kind understanding should there be any delay in attending to you during sanitization breaks at the front desk and concierge in order to ensure the safety of everybody.

Elevators

- To ensure a safe distance, the capacity per elevator will be limited to not more than 2 people unless they are members of the same family or group traveling together.

Guest Rooms

- Hotel staff will wear masks and gloves when entering the guestrooms to perform their duties.
- Additional information about hygiene standards including proper behavior and safety protocols while on premise will be available.



Restaurant & Bar

- Our restaurant and bar will operate in strict accordance to the safety and health standards.
- Opening hours will remain unchanged unless otherwise specified.
- Adjustments for serving of food at our buffet restaurant have been made to observe the safety protocols.
- Seating capacity will be limited to allow the safe distancing of 1.5 meters between two people except for members of the same family or group dining together.
- Dispensable hand sanitizer is available at the entrance for guest use.
- Contactless payment is recommended.
- All tables and chairs will be cleaned and sanitized between each use.

Spa & Wellness

- Therapists will wear masks during treatments as an enhanced safety measure.
- Our front desk staff will welcome you upon arrival and help you navigate to either the locker room or directly to your treatment room, if preferred.
- Saunas will not be available at this time.
- Water will be available to guests.
- All treatments will be provided with utmost care in accordance to safety standards to ensure the wellbeing of every guest.
- Advance or contactless payment will be preferred.

Public Bathrooms

- Enhanced and more frequent cleaning and sanitizing of all public bathroom facilities will be carried out by our Housekeeping staff according to the prescribed safety standards.
- Please observe the distancing requirement, and wash your hands properly before and after each visit.
- We ask you for your kind understanding and patience should you have to wait to use any public bathroom facility while it is being sanitized.

Swimming Pool

- Swimming pool will be available for hotel guests' use based on strict hygiene standards.
- The maximum number of people allowed to use the pool at any given time will be determined according to the official spatial guideline and social distancing requirement.
- Please respect and follow all hygiene standards before entering and during your stay at the pools.
- Per safety regulation, a limited number of sun chairs, sanitized before each use, will be made available for guest use.



Beach

- The maximum number of people allowed will be determined per spatial guideline issued by the government.
- Please observe social distancing and all other safety protocol during your stay on the beach.
- Service will be delivered according to the safety and hygiene standards.
- A limited number of sun chairs will be provided according to the safety and distancing guidelines.

Outdoor Activities

- Select outdoor activities will be available per program and schedule provided at the reception.
- To ensure a safe limit of people for each scheduled activity, we recommend that you enroll at least one day in advance.

Departure

- We recommend you settle your account the day before your departure to avoid or reduce your wait time for check-out at the reception during peak hours.
- Contactless payment is recommended.

If you require additional information or assistance, please do not hesitate to contact our reception.

Thank you for choosing Losinj Hotels & Villas and Boutique Hotel Alhambra. We look forward to welcoming you back to our beautiful island.