

Hotel Aurora COVID-19 Safety Update

Welcome! 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.
- Hand sanitizers provided for guest use.
- Contactless payment where possible.

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.

We are committed to following closely local and national regulations regarding the safe operation of all 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. We recommend before leaving, that you check to ensure you have the latest information on any changes that may affect your travel plans (www.koronavirus.hr and www.losinj-hotels.com).
- For easier and faster border crossing, we recommend submitting your data in advance via the website entercroatia.mup.hr. In 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

- Valet parking is not be available.
- 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.

Guest Rooms

- Hotel staff will be required to 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.

Restaurants

- All restaurants will operate in strict accordance to the safety and health standards.
- Opening hours will remain unchanged unless otherwise specified.
- Dispensable hand sanitizer is available at the entrance for guest use.
- For a la carte restaurants, a covered menu will be displayed at the entrance and/or other visible locations with hand sanitizer to enable disinfecting before and after use. Where not feasible, beverage cards and menus are brought on request and used beverage cards are disinfected and quarantined for 24 hours.
- Contactless payment is recommended.



Spa & Wellness

- 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.
- Treatments and other services including hair dressing, manicure and pedicure 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.
- 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 Pools

- Indoor and outdoor swimming pools will be available for hotel guests' use based on hygiene standards.
- Please respect and follow all hygiene standards before entering and during your stay at the pools.

Beach

- Service will be delivered according to the safety and hygiene standards.

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 front desk.

Thank you for choosing Lošinj Hotels & Villas and Hotel Aurora. We look forward to welcoming you back to our beautiful island.