

Hygiene Standard Plus
measures at Sava Hotels
& Resorts for your safety
and protection

SAVA HOTELS & RESORTS

HYGIENE
STANDARD
PLUS

Dear guests!

The time has come when we can start exploring, travelling, and realising our dreams again, but it is now more important than ever that we can do this safely. To allow you to focus solely on creating unforgettable new memories at our many unique accommodation facilities situated in nature's embrace, we have introduced a set of improved measures for cleanliness and hygiene, called the **Sava Hotels & Resorts Hygiene Standard Plus**, that take into account and further expand on the recommendations issued by the relevant health institutions. The Plus stands for maximum safety and a carefree holiday at any Sava Hotels & Resorts destination.

The staff

- Only healthy staff may come to work. We check the health status of our staff every day.
- Our staff attend regular training sessions in keeping with internal training programmes on protection, hygiene and safety.
- We provide all the necessary personal protective equipment for our staff.
- If a guest or staff member is found to have symptoms of a respiratory infection, we have protocols in place for testing and isolating patients.

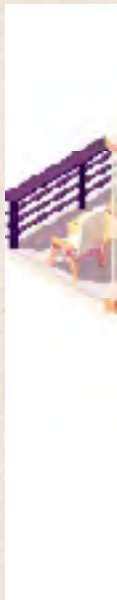


Reception and hotel lobby

- Thermal imaging cameras for measuring body temperature have been installed at our reception desks.
- All individuals are requested to keep a distance of at least 1.5 m from other people while queuing at reception. The tables and chairs in the hotel lobby have also been placed at least 1.5 m apart.
- Contactless, sensor-operated hand sanitizers are provided at the reception and in the hotel lobby.
- The reception desks are regularly sanitised.
- All rooms and areas are aired several times a day.
- We try to avoid handling paper, pens and printed materials as much as possible.
- We recommend using contactless payment.
- Upon arrival, guests are provided with a personal protection package containing a face mask and disinfectant gel.
- The room keys/access cards are sanitised for each guest and safely handed over to the guest.
- We advise against using the lift in groups and recommend taking the stairs, which is also good for your well-being.

Hotel rooms

- In our hotel rooms, we have identified 8 surfaces that guests most commonly come in contact with. We make sure to clean and sanitise these surfaces particularly carefully and frequently.
- For optimum sanitising of the room before the guest's arrival, we use the latest total disinfection technology that is certified effective against coronavirus.
- After the room has been cleaned and sanitised, the door is sealed with a special sticker as a sign that nobody else has entered it until the guest arrives.
- Guests can decide that nobody may enter their room for the duration of their stay. In this case, we recommend regularly airing the room.
- All the decorative elements on upholstered furniture and beds have been removed.
- The mini bar will only be stocked on request.
- The room is aired during cleaning.
- All bed linen, towels and bathrobes are washed at high temperatures and sanitised.



We have identified 8 surfaces in our hotel rooms that guests most



1. **Hard surfaces**
Desks, bedside tables, shelves.

2. **Knobs and handles**
On doors, wardrobes, drawers.

3. **Light switches**
Wall lights, ceiling lights, desktop lights.

4. **Air conditioning remote control**

5. **Bed**
Bed linen and bed frame.

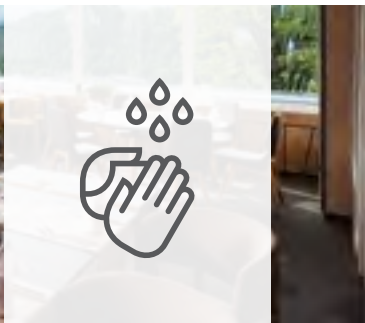
6. **Phone and safe**
Phone, safe door handle and safe keypad.

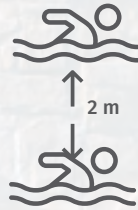
7. **TV remote control**
The TV remote control is packed in a protective bag, which is replaced for each new guest.

8. **Bathroom**
Toilet, washbasin, shower, bathtub, taps, fittings, hangers, knobs and handles.

Restaurant and bar

- The tables in the restaurants and bars are spaced at least 1.5 m apart.
- We have limited the number of guests in the restaurants and bars.
- All individuals are requested to keep a distance of at least 1.5 m from other people while queuing to enter the restaurant or bar.
- Contactless, sensor-operated hand sanitizers are provided at the door.
- All common surfaces, tables, chairs and beverage dispensers are regularly sanitised.
- Menus are only provided by request. They are sanitised after each use.
- All food is prepared and served in keeping with strict safety protocols.
- Meals are also available as room service or packed lunches that guests can take away.
- All tableware and tablecloths are machine-washed and sanitised.





Pools and water parks

- All individuals are requested to keep a distance of at least 1.5 m from other people while queuing for entry and for the use of waterslides and other adrenaline attractions.
- Contactless, sensor-operated hand sanitizers are provided at the entrance.
- The indoor water parks are aired several times a day.
- Every changing room locker is thoroughly cleaned and sanitised after use and sealed with a special sticker as a sign that nobody else has opened it until the next guest uses it.
- It is recommended to maintain a distance of at least 2 m in the swimming pool.
- Loungers are placed at least 1.5 m apart.
- We have limited the number of people using the pools.
- We have increased the frequency of cleaning and sanitising the pools, poolside areas, showers and bathrooms.



Wellness

- Body temperature is measured before every admission to the wellness centre.
- All individuals are requested to keep a distance of at least 1.5 m from other people while queuing to enter.
- We have limited the number of daily visitors.
- The whole room is thoroughly sanitised after each treatment (massage, facial care, body care, beauty treatments).
- Hand sanitiser is provided at the entrance to the wellness centre.
- All common surfaces, reception desks, tables and chairs are regularly sanitised.
- All textiles are washed at high temperatures for optimal disinfection.
- Our therapists wear protective face masks, regularly sanitise their hands and use gloves and face shields as necessary.

Saunas

- All saunas, changing rooms and bathrooms are regularly sanitised.
- Contactless, sensor-operated hand sanitizers are provided at each sauna entrance.
- All sauna programmes have been cancelled.
- All textiles are washed at high temperatures for optimal disinfection.
- We recommend using contactless payment.





Health care

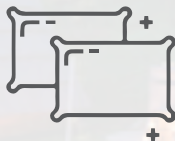
- Body temperature is measured before every admission to the health centre.
- All individuals are requested to keep a distance of at least 1.5 m from other people while queuing to enter.
- We have limited the number of daily visitors.
- The whole room is thoroughly sanitised after each treatment (thermal, hydro, physio treatments and massage therapies).
- Hand sanitizer is provided at the entrance to the health centre.
- All common surfaces, reception desks, tables and chairs are regularly sanitised.
- All seats in the health centre are labelled or placed at least 1.5 m apart.
- All textiles are washed at high temperatures for optimal disinfection.
- Our therapists wear protective face masks, regularly sanitise their hands and use gloves and face shields as necessary.

Camping

- Thermometers for measuring body temperature are available at our reception desks.
- All individuals are requested to keep a distance of at least 1.5 m from other people while queuing at reception. Please enter the reception individually.
- Contactless, sensor-operated hand sanitisers are provided at reception and in all common areas.
- Reception desks are regularly sanitised.
- All enclosed spaces are aired several times a day.
- We try to avoid handling paper, pens, and printed materials as much as possible.
- We recommend using contactless payment.
- The campsite access keys/cards are sanitised for each guest and safely handed over to the guest.
- Bathrooms are cleaned and sanitised every hour, or as required based on the frequency of use.
- After private bathrooms (Bled Camping) are thoroughly cleaned and sanitised, the door is sealed with a special sticker as a sign that nobody else has entered until the guest arrives.

Glamping

- Thermometers for measuring body temperature are available at our reception desks.
- All individuals are requested to keep a distance of at least 1.5 m from other people while queuing at reception.
- Please enter the reception individually.
- Contactless, sensor-operated hand sanitisers are provided at reception and in all common areas.
- Reception desks are regularly sanitised.
- All enclosed spaces are aired several times a day.
- We try to avoid handling paper, pens, and printed materials as much as possible.
- We recommend using contactless payment.



- The glamping hut and private bathroom access keys/cards are sanitised for each guest and safely handed over to the guest.
- After the glamping huts and private bathrooms are thoroughly cleaned and sanitised, the door is sealed with a special sticker as a sign that nobody else has entered until the guest arrives.
- Hot tubs are cleaned and sanitised for each guest.
- Guests can decide that nobody may enter their glamping hut or private bathroom for the duration of their stay. In this case, we recommend airing all enclosed spaces regularly.
- All decorative elements on upholstered furniture and beds have been removed.
- All bed linen, towels, and bathrobes are washed at high temperatures and sanitised.

Meetings and events

- The capacity of the halls has been reduced to ensure that the distance between the seats is at least 1.5 m in all four directions. The necessary distance between the lecturers and the speakers is also ensured.
- Where there is enough space, we have two-way routes for participants marked with signposts, and the halls also have signs indicating separate entrances and exits.
- We provide enough hangers in the cloakroom to ensure the appropriate distance between the clothes.



- Contactless, sensor-operated hand sanitisers are provided in the lobbies and outside the halls.
- Sanitising wipes are available at the lectern and the speakers' table in each hall.
- We regularly sanitise all the commonly used surfaces where events and meetings take place: knobs and handles, counters, handrails, tables and chairs.
- All technical conference equipment (microphones, laptops, laser pointers, etc.) that comes into contact with different users is regularly sanitised. Clients receive technical equipment in a sealed bag, as a sign that it has been cleaned and sanitised.
- Areas are aired during each break. We have further improved our air circulation processes to ensure cleaner air.
- All food is prepared and served in keeping with strict safety protocols. Food during the breaks is now in the form of mono portions, served by our staff.
- We have reduced the capacity of our restaurants, banquet halls, and lobbies to ensure a distance of at least 1.5 m between guests.

**Let's be
together, safe!**



HOTELS & RESORTS

www.sava-hotels-resorts.com