



The Concept of Hygiene and Service **for the Summer Season 2020**

As we all know, our country faced the first confirmed case of COVID-19 on March 13, 2020. Thanks to the sound and correct attitude of the population to the situation, in particular, the heroic and collective efforts of the employees of the Ministry of Health, all state institutions and other structures, the COVID-19 pandemic was overcome without any other worst consequences, which affected all sectors.

The tourism sector ranks first among these sectors. The epidemic, which began at the beginning of the season opening, seriously affected the tourism industry and all personnel engaged in tourism. This pandemic also completely changed many habits and ordinary course human life, thereby making us to transit to a new lifestyle. The rules of servicing and understanding of services that were provided in the tourism sector to date have been changed and require new rules of hygiene and health.

In the framework of this situation, our hotels will open the summer season 2020 on June 15, 2020. Starting from this date, the following changes will be made in the service concept of our hotels. Our goal in changing the concept is to create a safe holiday for our guests, and inspire confidence of the possibility of relaxation in them.

GUEST ACCOMMODATION PROCEDURES

1. When registering guests at the reception desk, the hotel shall be informed about the facts directly and indirectly related to the guest with COVID-19, and their entering into in the corresponding application form.
2. Disinfection of our guests by offering them to pass through the automatic and touch control disinfecting tunnels arranged and approved by the Ministry of Health.
3. Disinfectant treatment provided that luggage bags, carriages and similar materials pass through disinfecting tunnels.
4. Control barriers and social distances at the reception desk
5. Thermal chamber and body temperature control
6. Hand sanitizers
7. Providing free masks and gloves, if the guests wish
8. Safe show of guests to the rooms.

PUBLIC CIRCULATIONS

1. Warning signs and COVID-19-related notices throughout the hotel
2. Daily disinfection of the entire territory with a disinfecting spray gun.
3. Limitation of the number of seats with a maximum of 1 family at one table.
4. Maintenance of 2-meter distance between the tables
5. Mandatory wearing of masks and fabric gloves by the service personnel
6. Maintenance of at least 2-meter distance between sun loungers and umbrellas and daily disinfecting procedures on the territory of the swimming pools.
7. Control of wearing masks and gloves of bar staff
8. Arrangement of control barriers at the bar counter and social distancing
9. Hand sanitizers
10. Maintenance of a 3-meter distance on the beach and organization of a specific recreation area for each family.

RESTAURANTS-BARS

1. Staff will wear masks and gloves, and a protective visor, if necessary.
2. Regular disinfection of all places with disinfecting pump sprays after food and cleaning.
3. Provision of restaurants and the kitchen with hand sanitizers at the entrance and at the exit.
4. Arrangement of a disinfecting tunnel for the staff at the entrance to the Kitchen and Restaurant
5. Reducing the number of dishes on the breakfast table, and their serving by the staff, prevention of contacting table spoons and tongs by the guests.
6. Bread will be packaged, excluding the bread that should be cut by hand.
7. Maintenance of 2-meter social distance between the tables.
8. Ayran, fruit juices and similar drinks will not be available for self-service in public circulations and will be served to the guest's table by the staff.
9. Table drinks service - self-service cancellation
10. Water and juices in bars will be served in disposable packaging.
11. Salt, pepper cellars will be replaced with the ones of single use
12. Table spoons, forks and knives will be in paper cases
13. One table – for one guest or one family
14. Cleaning and disinfection after meals

KITCHEN

1. Arrangement of a disinfecting tunnel at the entrance to the kitchen.
2. When purchasing goods, boxes and tin packaging should pass through a disinfecting tunnel.
3. Complete ozone disinfection system for fruits, vegetables, washing and cooking
4. Use of the ozone system in tap water
5. Maintenance of 70°C in buffet-food warmers.
6. Mandatory use of shoe covers and caps
7. Mandatory use of ozone air purification in places of cooking.
8. Cooking, serving and storing food in accordance with the HACCP procedures
9. Snack Bars, A la Carte restaurants will reduce the number of seats by 50% with maintaining social distance
10. Disinfection after service

SWIMMING POOLS-BEACH-LOONA PARK-AQUAPARK AND AMPHITHEATRE

1. Digital display of chlorine water level in the pool on the screen with digital indicators
2. Compliance with the rule of maintaining 2-meter distance for sun loungers and umbrellas around the swimming pool.
3. The exclusion of contact, water games, competitions and similar high-contact animated entertainment programs
4. Reducing the capacity of amphitheatres, the arrangement of seats so that 2 seats remain between people empty, arranging entrances and exits from different places
5. Reduction in the number of show programs, emphasizing on live music in bars and listening to music in bars.
6. Disinfection of all amusement rides after each game, group in the Loona Park
7. Maintaining social distance while waiting in line in the Loona Park
8. Maintaining social distance in the water slides of the Water Park
9. Disinfection of an amusement park, amphitheater seats, slot machines and tables with a disinfecting spray gun.
10. Closure of nightclubs, discos and the organization of visual shows instead of them
11. Regular disinfection of tennis courts, fitness clubs and fitness equipment, as well as the provision of packaged towels

VISIT OF SPA AND FITNESS-CENTRES

- 1- Reservation system
- 2- Mandatory use of gloves, mask and protective visor
- 3- Use of disposable materials
- 4- Disinfection and hygienic cleaning after each visit
- 5- Responsible staff
- 6- Capacity and space use limitations
- 7- Exclusion of skin and beauty care services
- 8- Slippers, gloves and masks for guests
- 9- Provision of constant ventilation and fresh air circulation
- 10-Use of materials and products approved by the Ministry

ACCOMMODATION

1. Continuous disinfection of corridors
2. Mandatory wearing of masks and gloves by the staff
3. Disinfection of the room with a pump spray gun after cleaning
4. The room becomes accessible to guests in 12 hours after disinfection, a notice card is left on the bed for guests, and the room is provided for use on the next day.
5. Collection of dirty linen in a special bag
6. The linen after washing is packed, distributed and stored in nylon bags
7. The rooms are provided with a disinfectant especially for guests
8. Availability of masks and gloves in the rooms
9. Specialized staff at the elevator and constant disinfection of the elevator itself.