

Hygiene measures for your maximum protection and safety

Hygiene measures and Standards at Adria Ankaran Resort

Dear guests!

Holidays are the most beautiful time of the year, which we dedicate to relaxing getaway together and to enjoy new experiences. In order to ensure maximum safety and comfort, we have taken a number of measures and used only products that meet the highest safety standards. Safety of course, depends most on the behavior of each individual, so we kindly ask you to respect preventive measures. If you notice that we have forgotten anything about your safety, please let us know immediately.

We wish you a safe and pleasant stay and an unforgettable experience in our green Mediterranean oasis.

Reception and hotel lobby

- We have thermometers available at the reception to check body temperature.
- The prescribed safety distance between individuals in the queue in front of the reception is at least 1.5 m.
- Tables and chairs in the hotel lobby are at a distance of at least 1.5 m.
- Contactless sensor hand disinfectants are installed at the reception and in the hotel lobby.
- We regularly disinfect reception desks.
- We ventilate several times a day.
- We do not use paper, pencils and various printed material to the greatest extent possible.
- We recommend cashless payment.
- Only disinfectants certified for use in the food industry are used for disinfection. When cleaning, an ecological and biodegradable and human and nature friendly cleaner Bionat is used.
- Keys, room access cards are disinfected for each guest and handed over to the guest in a safe way.

Staff

- Only healthy employees can come to work, which we check daily.
- We regularly educate our employees in accordance with internal educational programs for protection, hygiene and safety.
- In case of detection of respiratory symptoms in guests or employees, we follow the National institute of public health protocols.

Hotel room, rooms in suites, villas and apartments

- For your safety, we have removed the hotel folder, instructions and promotional materials. All this is available at <http://www.adria-ankaran.si/en/> You can also ask at the reception for your copy.
- In the hotel room and rooms in Suites, Villas and Apartments, we have identified 9 areas with which guests have the most contact, and we are additionally and more intensively cleaning and disinfecting them.
- After cleaning and disinfecting the hotel room, the door is sealed with a special sticker as a sign that after thorough disinfection and cleaning, no one entered the room in front of the guest.
- The guest may choose not to have anyone enter their room during their stay. In this case, the guests are advised to ventilate the room regularly.
- We removed the decorative elements on the upholstered furniture and bed.

- The mini bar includes only drinks (disinfected), snacks are brought to the mini bar only at the request of the guest.
- Rooms are ventilated during cleaning.
- In addition to washing at high temperatures, bed linen, towels and bathrobes are also disinfected.

Nine areas in the room and apartment with which guests have the most contact are additionally and more intensively cleaned and disinfected:

1. Hard surfaces, tables, bedside tables, storage areas.
2. Door handles, cupboards, drawers.
3. Switches, wall lights, ceiling lights, table lights.
4. Air conditioning operator
5. Bed, bedding and bed frame.
6. Phone and safe, landline phone, safe hook and keypad.
7. The TV remote control is cleaned and disinfected.
8. Bathroom: toilet, sink, shower, bathtub, faucets, fittings, hangers, hooks.
9. Kitchen and kitchen areas in Adria apartments.

Restaurants and bars

- Tables in bars are placed at a distance of at least 1.5 m.
- We have limited the number of guests in bars.
- The prescribed safety distance between individuals while waiting to enter the bar is at least 1.5 m.
- Contactless sensor hand disinfectants are installed in front of the entrance to the bar.
- We regularly disinfect all common areas, tables and chairs and beverage dispensers.
- Food is prepared and served in accordance with strict safety protocols.
- Meals are also offered as room service or as lunch packages, which guests can take with them.
- Dishes, utensils and tablecloths are washed and disinfected in appropriate machines at high temperature.

Outdoor pool and beach

- Contactless sensor hand disinfectants are installed at the entrance.
- In the pool, we recommend a distance between swimmers of at least 2 m.
- Deckchairs are placed at a distance of at least 1.5 m.
- We limited the number of bathers.
- We ensured a higher frequency of cleaning and disinfection of pool and pool areas, as well as showers and toilets.