



## Cleaning procedures in Plitvice Lakes Hotels – hotel Jezero

### Accommodation units

All our accommodation units are cleaned by our new cleaning standard by which we further improve our current high standard of hygiene. In this process, we disinfect key points in accommodation units and we mark them with special label. This label is a certification that room is disinfected and that no one has enter it after the process of disinfection.

Key points that are disinfected in accommodation units:

- Switches
- Telephones and remote controls
- Handles (doors, cabinets, drawers, nightstands)
- Bathroom surfaces
- Bathroom amenities
- Closets
- Surfaces (tables, nightstands)
- Balcony (table and sitting set)

We are pleased to supply the following link:

<https://www.youtube.com/watch?v=zUem1bOH65Q&t=2s>

by which you can see short film presenting the process of cleaning in accordance to new standards.

### Reception area

We have implemented high hygiene and safety standards in the reception areas, in line with the recommendations of Croatian Institute of Public Health. Special cleaning protocol will include regular disinfection per day of public areas, lobby lounge furniture, reception desk, door knobs, lifts etc.

### Services

- Breakfast: room service or buffet (protected, with service)
- Group dinner: set menu
- Restaurant capacity: 150 pax in main restaurant; 80 pax in a la carte restaurant
- Face masks will be offered free of charge to guests
- Payment of extras, city tax upon departure will be handled as usual
- Porterage service will be provided as usual
- Finnish sauna: max. 2 pax
- Whirlpool: max. 3 pax

Please find attached the Recommendations and instructions of the Croatian Institute of Public Health for Croatian and foreign nationals entering the Republic of Croatia. Also, you can find all important information on our website: <https://np-plitvicka-jezera.hr/en/covid-19-trip-information/>.