



leisure & business

CARE PROTOCOL

Happy to be with you



THREE POINTS OF CARE:



The safety of our guests & every team member & partners has always been our top priority.

Quality and comfort continue to be our milestone of the service that we offers to guests.

With this protocol, we want to show the efforts to ensure that every stay is safe, clean and comfortable.

Our team is working diligently to answer any and all concerns our customers may have, so please do not hesitate to contact us directly and we will do our best to further assist you quickly and effectively.



GENERAL POINTS OF THE PROTOCOL:

1.1 Isolation and no crowd	Pag. 4	7.2 Ozone machine	Pag. 14
1.2 Our point of strenght: the wide spaces	Pag. 5	8. Guest rooms - protocol	Pag. 15
2.A. Disinfection – points to manage	Pag. 6	9. F&b measures - protocol	Pag. 16
2.B. Disinfection – protocol	Pag. 7	10. Spa, beach, pool - protocol	Pag. 17
3.1 Covid – Lafodia info points	Pag. 8	11. Meeting rooms - protocol	Pag. 18
3.2 Covid – Des Arts info points	Pag. 9	12. Sports, fitness & wellness area- protocol	Pag. 19
4. Testing employees	Pag. 10	13. Crisis management - protocol	Pag. 20
5. Guest arrival at the hotel - protocol	Pag. 11	14 Health & safety ambassador	Pag. 21
6. Guest arrival at the reception - protocol	Pag. 12	15. Our partners for pcr test	Pag. 22
7.1 Social distance 1,5 mt	Pag. 13		

These documents have been drafted based on information available at the time of writing from the Croatian and Italian Institute of Public Health.



RMH - LOPUD LAFODIA

1.1 ISOLATION AND NO CROWD



Lopud gardens



1 hectare of Island for each guest

Full of Mediterranean and subtropical vegetation, amazing cypress, pine parks and citrus gardens, Lopud is a real pearl of the Adriatic. Considering the area of 4.63 square kilometers, we can easily say that the beauty here is overpopulated. Lopud island has 11.5 km of coastline, of which 1.20 km are marvelous sandy beaches. Since no cars are allowed on the Island, it makes it a natural paradise where you can truly unwind and relax while exploring its superb ambiance.



RMH - MODENA DES ARTS

1.2 OUR POINT OF STRENGTH: THE WIDE SPACES



Congress Center



Restaurant

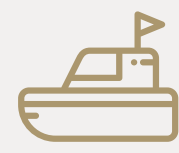
The wide spaces of the Modena Des Arts easily ensure to keep social distancing in every situation: meeting rooms, restaurant, common areas. An essential strength in order to guarantee a safe stay in combination with the correct use of individual protection devices. Our sense of responsibility is also shared by our guests who daily help us to maintain the highest possible level of safety.



2.A. DISINFECTION – POINTS TO MANAGE:



Car transfer



Boat transfer to/from the island



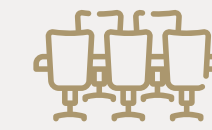
Front office



Corridors/ elevators



Entrance/exit to and from the outlets



Meeting Rooms



Restaurants



Special care in spa/wellness/ pools areas



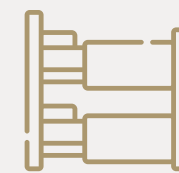
Working places



Special care in the common areas



Office



Accommodation of employees



Rooms



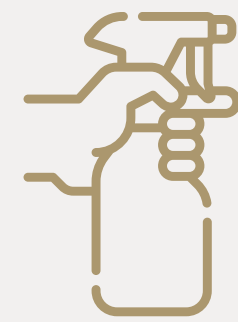
Changing room area



2.B. DISINFECTION – PROTOCOL:



To use remotely



To use for
disinfection of things
(luggage, computer)



To use for
working surfaces



To use for
hands



To use more often

- Alcohol-based sanitizers can reduce about **97%** of the bacteria on your hands;
- Proper hand hygiene can reduce absenteeism at work by up to **40%**;
- Employees who use sanitizer at least five times each workday are about **67%** less likely to get sick;
- **30** seconds of using hand sanitizer kills a much bacteria as two full minutes of handwashing;
- Offices with a sanitation program report **24%** fewer claims for hand hygiene preventable diseases.



RMH - LOPUD LAFODIA

3.1 COVID – INFO POINTS (with guidelines and safety measures):



Spa entrance

Hotel entrance

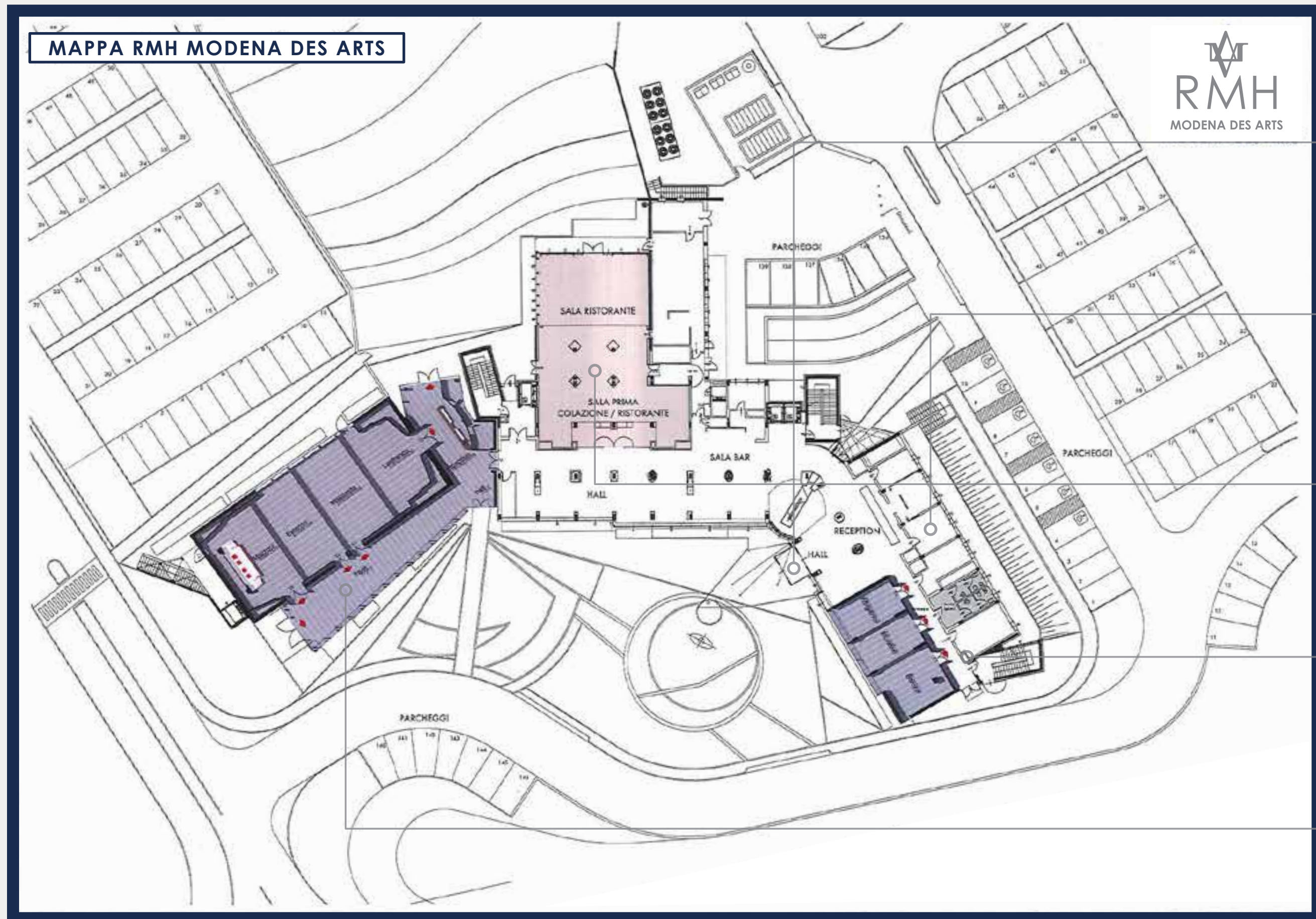
Beach

Boats dock



RMH - MODENA DES ARTS

3.2 COVID – INFO POINTS (with guidelines and safety measures):



Hotel Entrance

Front Office

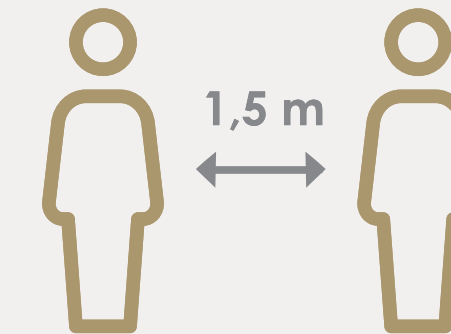
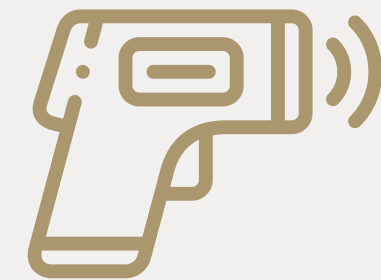
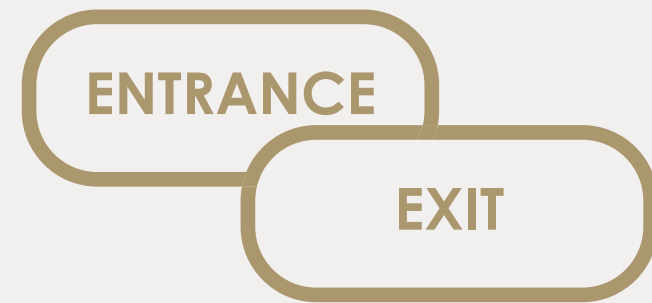
Restaurant

Fitness & Wellness Area

Congress Center



4. TESTING EMPLOYEES:



- Controlled staff entry and exit procedures;
- Measurement of the temperature upon arrival and monitoring of the state of health during the work shift;
- Obligation to use personal protective equipment;
- Maintaining social distancing.

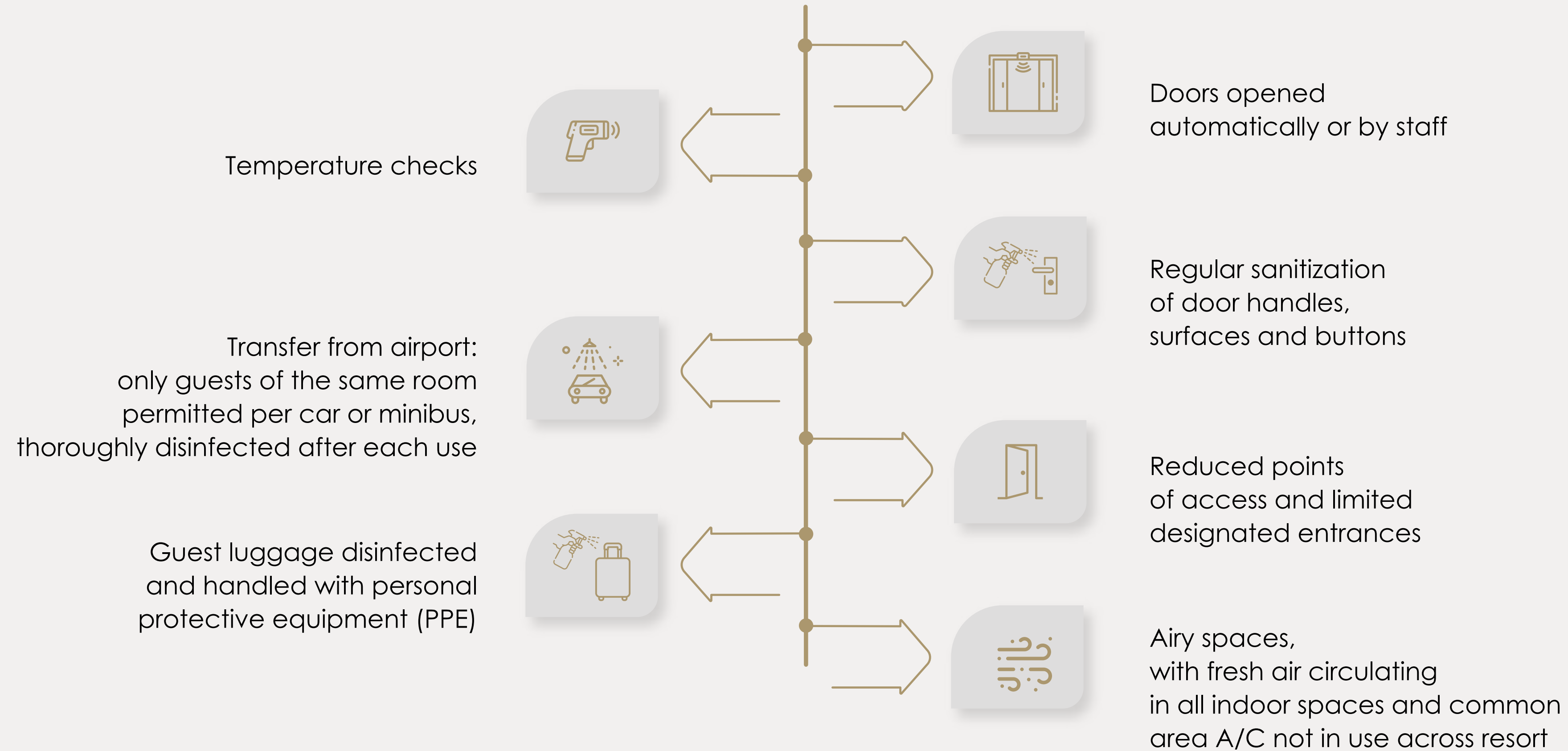
PROCEDURE IN CASE OF SUSPECTION OF NEW CORONAVIRUS INFECTION

STAFF:

if a staff member reports symptoms such as fever, dry cough, sore throat, breathing difficulties, etc., he must immediately stop work and leave the facility immediately by giving a telephone communication to his head of the department, to a member of the technical committee and then to the competent and family doctor.

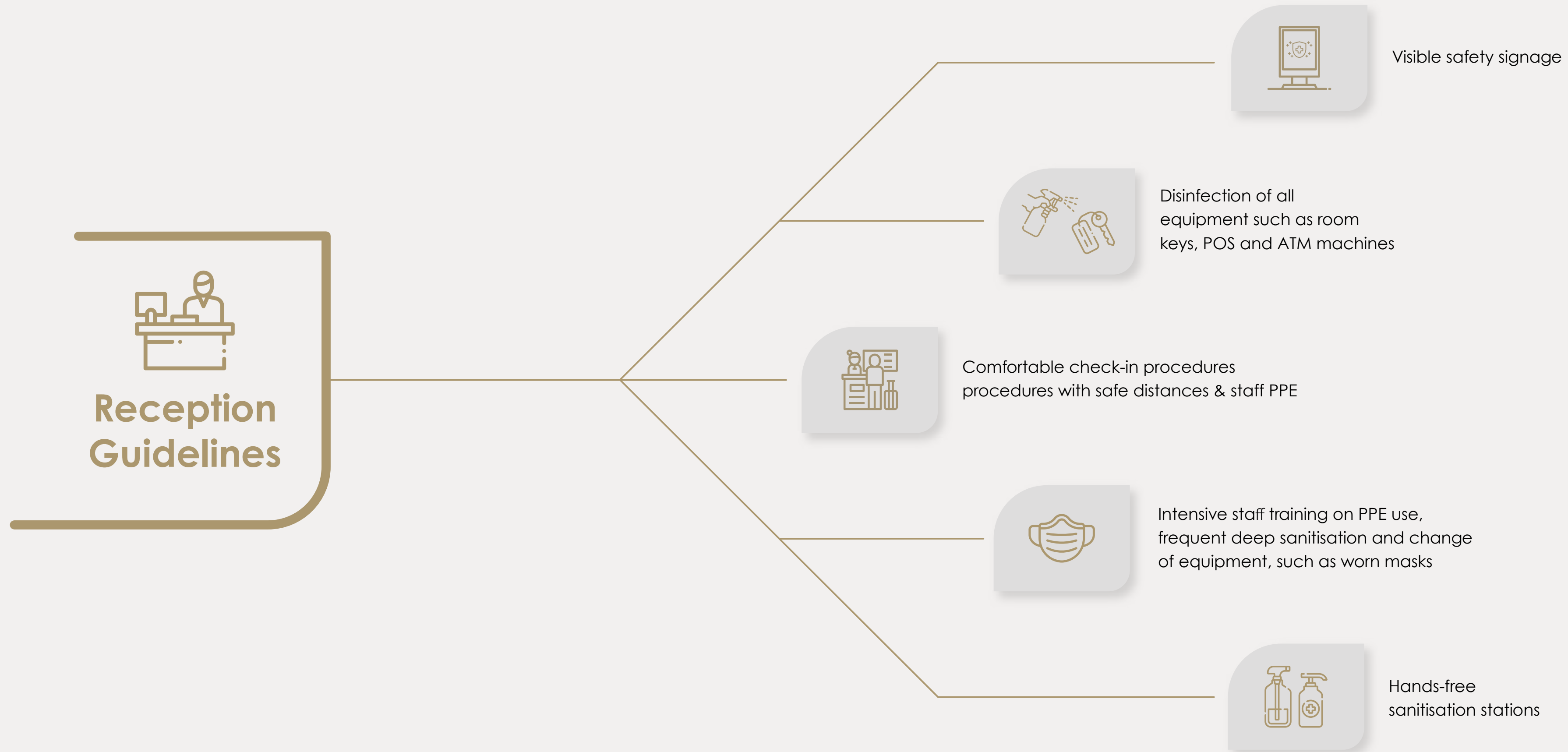


5. GUEST ARRIVAL AT THE HOTEL - PROTOCOL





6. GUEST ARRIVAL AT THE RECEPTION - PROTOCOL



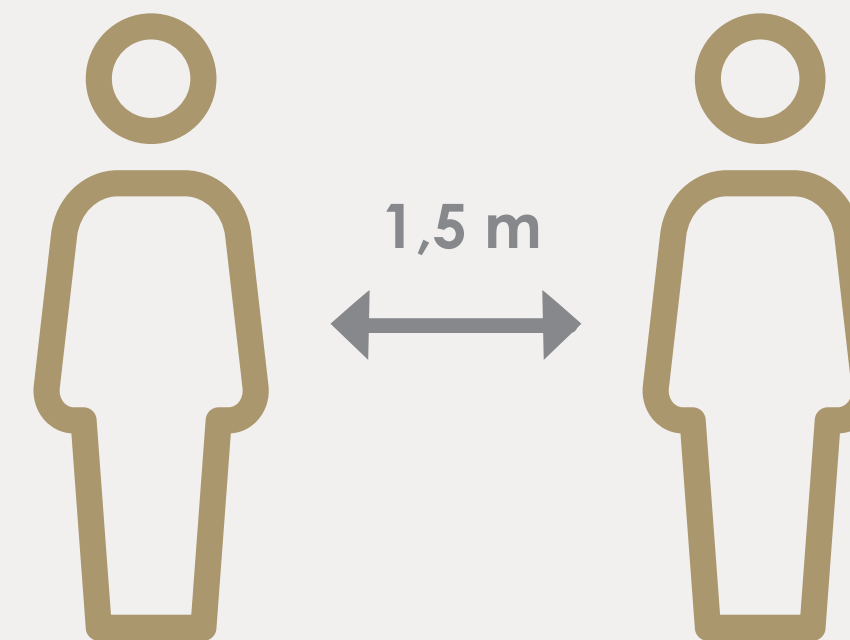


7.1 SOCIAL DISTANCE

1,5 MT from one person to other

Special attention to:

- Transfer boats;
- Front desk queue;
- Meeting rooms;
- Restaurant/bar tables;
- Beach / spa sunbeds;
- Pools;
- Spa/Fitness & Wellness Area;
- Office desks;
- Staff Cantine;
- Your free time;
- One guest per elevator policy.



Keep 1,5 m distance



RMH - MODENA DES ARTS

7.2 OZONE MACHINE

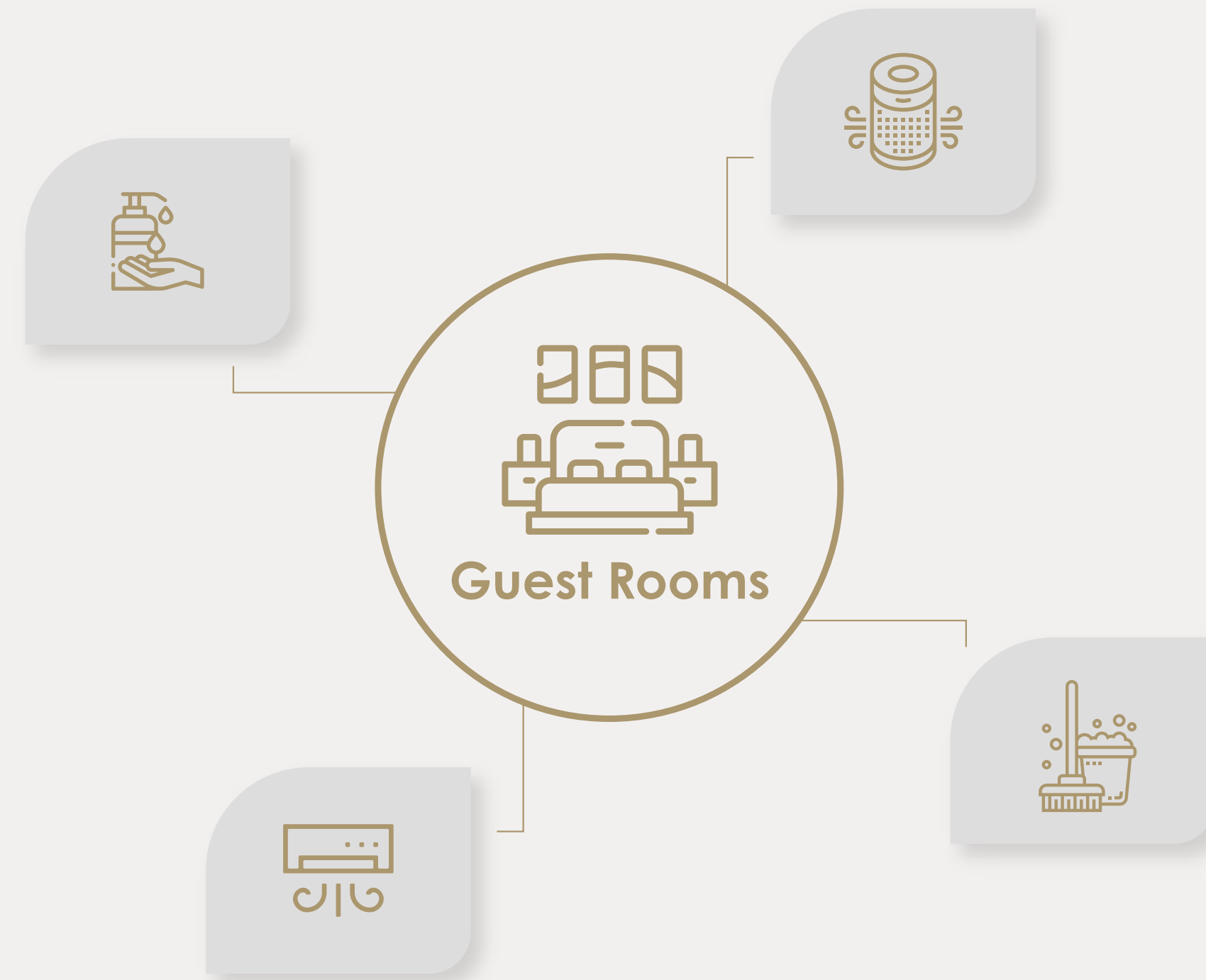


At Modena Des Arts a ozone machine is constantly used to clean and purify common areas, restaurants, meeting rooms, offices etc. Ozone has been recognized by the Ministry of Health as a natural aid for the sterilization of environments contaminated by viruses and bacteria. Possibility of using the ozone machine based on customer requests (upon availability).



8. GUEST ROOMS - PROTOCOL

- Deep cleaning of guests rooms and suites with industry-leading cleaning products and following disinfecting protocols;
- Daily deep cleaning of contact areas such as door handles, switches, furniture, bathrobe amenities and room accessories;
- Stringent water testing, A/C filters cleaning and disinfection upon every room change;
- Housekeeping associates wear safety gear meanwhile cleaning the room;
- Door sticker to secure the disinfected rooms.

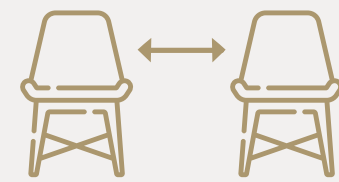




9. F&B MEASURES - PROTOCOL



No free buffet
but served by
our staff



Spacious and
open-air F&B
spaces



QR code
menus



Sanitisation of all restaurant
and bar elements

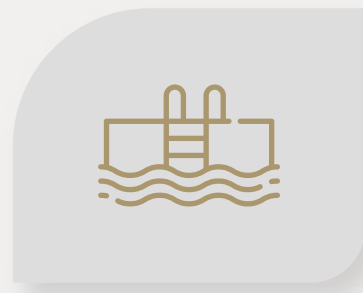


Guest and
employee PPE

- Reduced number of tables to maintain social distances and max number of guest allowed;
- Staff is trained to reduce contact with the guests;
- Restaurant separated entrance and exit;
- Staff always wearing masks and gloves;
- Ventilation and air treatment system in all environments. The air took from outside is filtered and released into the environments;
- Cleaning and purifying of the environments with ozono machine;
- Frequent disinfection of all high-touch surfaces after each reservation;
- Sanitisation stands located in all venues;
- POS machines and equipment sanitised between every use;
- Appropriate cleaning of all materials and ingredients used in the kitchen;
- Approved cleaning products and disinfectants used in the kitchen areas;
- Sanitisation of all kitchen utensils.



10. SPA, BEACH, POOL - PROTOCOL



BEACH & POOL

- Safe distance between umbrellas and sunbeds;
- Disinfection of sunbeds, tables and lounge chairs on a daily basis;
- Increase pool water quality control;



SPA

- Operating at capacity of 50% in common area, reservation required;
- 1 person per treatment (unless member of the same family);
- Disinfection between treatment session;



KIDS CLUB

- Kids club service operating with equipment and sanitising protocol procedures;
- Disinfection of the equipment and surfaces.



11. MEETING ROOMS - PROTOCOL

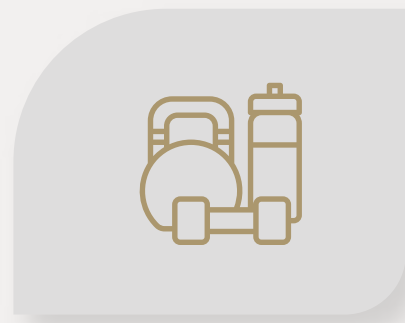


MEETING ROOMS

- Reduced available space on maximum allowed;
- Queueing and appropriate social distancing measures applied;
- Disinfection of each desk, equipment and working area after guest moved out;
- Meeting rooms separated entrance and exit;
- Temperature measurement on arrival and signing of certification;
- Ventilation and air treatment system in all environments.
The air took from outside is filtered and released into the environments;
- Numbered seats assigned to participants;
- Cleaning and purifying of the environments with ozono machine.



12. SPORTS, FITNESS & WELLNESS AREA- PROTOCOL



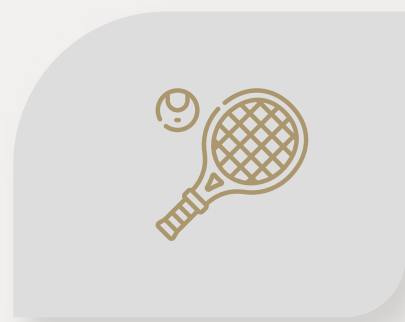
FITNESS & WELLNESS AREA

- Pre-booking required for keeping social distance;
- Sanitisation stand available for all guests;
- Ventilation and air treatment system in all environments.
The air took from outside is filtered and released into the environments;



BIKES

- Reservation required for bike rental;
- Cleaning and sanitisation of all bikes between rentals;



TENNIS COURTS

- Max capacity 4 players per court;
- Tennis equipment cleaned and sanitised between sessions;
- PPE worn by staff.



13. CRISIS MANAGEMENT - PROTOCOL

PROCEDURE IN CASE OF SUSPECTION OF NEW CORONAVIRUS INFECTION



GUEST

if there is a certified guest's case of COVID-19 while staying in the facility, the procedure is the following:

1. isolation of the guest until the intervention of the local health authority;
2. ask the guest to wear a mask and gloves. The hotel will provide them in case of necessity;
3. minimize any contact with other guests and / or staff;
4. service of the meals in the room;
5. support the guest (if required) for the official notification to the health authority;
6. sanification of the all areas.



14 HEALTH & SAFETY AMBASSADOR

TECHNICAL COMPANY COMMITTEE: a company technical committee has been set up for the application and verification of the measures to contain Covid19.

RMH - LOPUD LAFODIA

HEALTH & SAFETY AMBASSADOR

Giuseppe Nardiello – Director of the rooms

Tel +385(0)91.275.9048 / Email gwardiello.lafodia@rmh-hotels.com

RMH - MODENA DES ARTS

HEALTH & SAFETY AMBASSADOR

Simona Marini – Resident Manager

Tel 059.513.9595 / Email smarini.desarts@rmh-hotels.com



RMH - LOPUD LAFODIA

15. OUR PARTNERS FOR PCR TEST:



MARIN MED CLINIC:

Is a health care institution that keeps abreast of modern medical trends and provides comprehensive health services ranging from prevention and diagnosis to treatment.

www.marin-med.com



DOM ZDRAVLJA – DUBROVNIK:

Public healthy institute.

www.dom-zdravlja-dubrovnik.hr