

# Stay Cornaro

– STAY SAFE



**SAFETY AND PREVENTION PROTOCOLS  
COVID-19**



**Introduction – Statement on hygiene and cleaning protocol**

**STAY CORNARO – stay SAFE**

*Dear Guests and Partners,*

we missed you all, our CORNARO HOTEL is not a CORNARO HOTEL without You! Thank you for your continued loyalty and trust in Cornaro Hotel Split. Your wellbeing is our highest priority at Cornaro Hotel, Split and we are doing everything we can to ensure your safety and provide maximum comfort. Cleanliness and safety have been at the core of our hotel since its opening.

We are continuously monitoring the ever-changing circumstances surrounding the coronavirus and are going above and beyond to keep you, our dear guests, employees and our hotel safe. We have stepped up precautionary measures at our hotel as the safety of our guests and employees is paramount to us. We take the utmost care to ensure every stay with us in Cornaro Hotel and are happy to welcome our dear guests and partners back here in the hotel, we will continue to ensure to meet the latest guidance from the WHO and Ministry of Health of the Republic of Croatia on hygiene, cleaning, disinfection measures as well service.

Following the guidelines of the World Health Organization, World Travel & Tourism Council as well as the norms issued by the national and regional health authorities, a Cornaro Hotel dedicated team has prepared this document that includes a wide range of control, hygiene and safety measures.

At Cornaro Hotel, we are dedicated to deliver a beautiful performance and to create moments when luxury is felt. During these challenging and changing times, our promise to let you experience the warm-hearted and renowned Cornaro hotel signature service remains the same.

Our top priority is to ensure your well-being, safety and comfort and make you feel confident about making a travel promise and exploring this wonderful world again.

In view of the current situation, implemented all measures so that maximum safety is assured to our guests while maintaining the quality of service that characterizes us.

While performing their duties, Cornaro hotel employees wear gloves and masks when welcoming you to our hotel transfers, restaurants, and bars. Sanitizing stations are available in all public areas of our hotels. Cleaning Products and Protocols: We work with our long-term respectable partners and suppliers to make sure our hotel can procure and use appropriate and quality products approved by the European Union as well as the protective equipment they need for their operations.

Please be assured that all our hotel team members are doing their utmost to provide you with the highest levels of service and a safe environment before, during and after your stays with us.

**Our commitment and responsibility towards you have never been stronger. We are continuing with our mission, offering you quality service in a safe and cozy Cornaro Hotel atmosphere. As always happiness and safety of our honored guests are our top priorities.**

*We stand together. We are continuously monitoring. We Care. We Clean. We are Welcoming You!*

Thank you again for your ongoing trust in Cornaro Hotel, Split!  
Thanks for your loyalty that keeps us going. We are here for you.

With our warmest wishes,

Management and the entire Team at Cornaro Hotel Split

Statement on hygiene and cleaning protocol

STAY CORNARO – stay SAFE

**SAFETY AND PREVENTION PROTOCOLS COVID-19**

Despite the challenging and unprecedented times we are living in, among all the changes we intend to introduce, we are working together to guarantee the best experiences to our guests.

Our commitment and responsibility towards you have never been stronger.

We at the Cornaro Hotel would like to inform you about the extra measures we have taken to increase your safety during your stay with us.

**Specific steps Cornaro Hotel is taking include: Associate Health, Safety and Knowledge**

Hotel associates and their own health, safety and knowledge are essential to an effective cleaning program. This initiative influences your guest journey throughout your entire stay, with a primary focus on the following areas:



**STAY CORNARO – stay SAFE – HEALTH & SAFETY PROTOCOLS FOR HOTEL TEAM MEMBERS**

We pay particular attention to the health and hygiene awareness of our staff, because these are the most important factors in an efficient and general hygiene practice.

- Before starting work, our staff is subjected to a health check, a fever measurement is carried out using digital thermometers. In the event of a high fever or other symptoms, the start of work is prohibited as part of our action plan, and those affected are sent to the hospital.
- Staff uniforms are often changed and washed.
- **HAND HYGIENE** – Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings as well written notices, our teams are reminded that cleanliness starts with this simple act. It's important for their health and of our guests. Sufficient disinfection units have been provided in all general personnel and work areas.
- All of our staff who work in housekeeping, in the cleaning services, in the kitchen, restaurant and in the dish washing, laundry and wellness are working with a mask and disposable gloves. So if we welcome you with a face mask, the look is still quite new, but our smile is as warm as ever.
- \* *Please note that the rules for mandatory masks vary from state to state!*
- In all general personnel areas posters and brochures related to the pandemic have been provided and in these areas, compliance with the safe distance is mandatory.
- Ongoing training – In addition to training on housekeeping and hygiene protocols, hotel associates are also trained on COVID-19 awareness. All of our staff have been trained on protective measures and the current pandemic. These training courses will continue to be updated. These topics are dealt repeatedly in the meetings and are regularly checked.
- Early detection protocols – and action plans in case of guest health concerns, with the option of isolation, protective equipment, contact with medical services and transportation logistics.
- Real Time Information – Cornaro Application & National Health authorities on line information. In order to raise the awareness of the staff in addition to the training courses, we provided an information text about the measures taken with regard to COVID-19. **Information on health facilities – we are including details and contact information on local hospitals and pharmacies.**
- Cleaning Products and Protocols, entire hotel area: We work with our long-term best quality partners and suppliers to make sure our hotel can procure and use virus-killing products approved by the Europe an Union as well as the protective equipment they need for their operations. Increased disinfection frequency of sanitary facilities, public areas surfaces etc.

## STAY CORNARO – stay SAFE – HEALTH & SAFETY HOTEL GUESTS



### A WARM WELCOME

When arriving at a Cornaro hotel, you will find an easily accessible sanitising station at the entrance. Our receptionists look forward to welcoming you, and guiding you through an adjusted check-in procedure.

- A shoe sanitizing mat will be placed at the entrance of the hotel.
- Individual protection kits will be available to all guests.
- Luggage will be disinfected before entering the hotel. / We will seek approval from guests to disinfect exterior of guest luggage / . We will exercise caution when handling luggage made of leather/delicate fabrics.



### KEEPING A DISTANCE, WITHOUT BEING FAR AWAY

Please respect the distance markings in the lobby and in all public areas in case there is a waiting time. Since part of Cornaro hotels service is keeping a distance, we ensure that a distance of 1.5 to 2 metres is respected by both guests and employees, including in our restaurants and bars. Nevertheless, we remain attentive and on hand to craft wonderful moments for each and every one of you.

- Safety signage – we have created special signage in all common areas of hotels to remind everyone of the need to maintain a safe distance.
- Redesign of common areas – furniture has been moved, in line with new legislation, to help guests maintain social distance.
- Support from staff – to help guests apply these measures in all area.



### ARRIVE IN STYLE

The Cornaro Private Transfer offers you the possibility to enhance your individual arrival experience. Refreshing towels, hand sanitiser, and face masks come as standard.

A luggage cleaning and disinfection service are offered upon arrival before your suitcases are delivered to your room, as per approval from guest. We will exercise caution when handling luggage made of leather/delicate fabrics.

Our valet parking service is offered only by meeting the highest hygiene standards.

- Vehicle occupancy will be limited as per Government rules.
- Drivers will be wearing personal protective equipment.
- Face masks and gloves will be available to guests, as well as antiseptic solution dispensers.
- Drivers are instructed to limit conversations to minimal. Whilst we have traditionally encouraged discreet conversations, we are now asking our drivers to engage with guests by minimal conversation
- The vehicle will be disinfected with every arrival as well luggage, as per approval from guest.



### DISINFECTION OF VEHICLE'S KEY HIGH-TOUCH POINTS:

Frequently touched areas inside vehicle will be disinfected with every arrival, e.g. door handles (inside/outside), seat belt buckle, arm rests, device charging cords, boot handle etc.

**Hand disinfection:** Our drivers will wash their hands before and after the disinfection of hot spots after dropping off guests and after loading/unloading luggage.

**Guest Instructions Booklet:** We will provide an information sheet, TV information during your stay which covers all the steps taken by the hotel for safety and sanitisation along with the operational norms for restaurants, room service, and housekeeping & laundry procedures during COVID-19 era.

**Guest amenities:** We will provide sealed, disposable, sanitising hand wipes, in addition to cleaned iPad on your service during your drive and bottled water.



### RECEPTION

- Separated check-in and check-out areas created.
- Antiseptic solution dispensers are available on all counters.
- Staff is in charged to keep all areas disinfected as well to take care regarding mandatory social distance. Room cards, as well as pens, are disinfected and handed over to you with disposable gloves.
- **A Guest Booklet will be provided with procedures to be complied during the stay. Hotel Sanitation Norms:** Our hygiene guidelines is displayed on the home page of in room TV system in guest rooms (where applicable); Printed guidelines can also be found across the hotel in public areas.
- Assistance via Cornaro Hotel App is available to facilitate minimal contact with the staff.
- All guests will be asked to complete a questionnaire, indicating the country of origin, itinerary and indication of the presence of any symptoms associated to Covid-19 in the last 14 days (Subject to confirmation by the health authorities in case applicable).
- **High-touch surfaces and objects** are cleaned up and disinfected regularly. We have tightened up the cleaning cycles in our Cornaro Hotel and disinfect especially light switches, elevator buttons and other surfaces in public areas every hour. Key card terminals and credit card terminals, front desk area, pens, phones are being cleaned after each use as well.



### DO NOT ENTER MY ROOM

At check-in, you will be offered the possibility of choosing the new “Do Not Enter My Room” option, which means that while all services remain available, our employees will not enter your room during your stay until you express a wish to have your room serviced or in case some security reasons. Room-service deliveries, luggage assistance, and other services will take place in front of your room.



## ROOMS & AMENITIES

Enhanced cleaning and disinfection procedures have been implemented in guest rooms, lifts, public areas, and back-of-house areas.

### Guest Rooms: LESS IS SOMETIMES MORE. IT'S DISTRACTING. Sleep well!

In order to avoid unnecessary contact to surfaces, we have removed some decorative items in the rooms as well as unnecessary bedspreads and things like that. But, all the pillows remain in the comfortable box spring beds.

In order to enhance cleaning standard of our rooms, room amenities and room decorations are reconfigured and Cornaro Hotel application as well with Hotel TV channel list are at your service.

Our hotel uses cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.

The cleaning of our flawless rooms and suites and the sanitisation of our beds meet the highest possible hygiene standards.

Room cleaning will follow a set of rules to ensure accurate disinfection and hygiene.

Procedures will be monitored by our Chief Housekeeper and appropriately communicated to guests.

Each room will have a cleaning schedule that will be shared beforehand, so that guests can leave the room during this service.

- The “turndown” service will not be performed after your check in unless it is requested in advance.
- An anti-COVID kit (one per person) will be available in each room including mask, hand tissue sanitisers and gloves.
- Disinfectant materials will be available in addition to the existing amenities. To enhance your confidence during your stay, the selection of room amenities now includes face masks and hand tissue sanitisers.
- Rooms will be completely cleaned with the recommended antiseptic products, after each departure.
- Alternate rooms will be allocated in order to guarantee the social distance norms.

Our housekeeping service will continue daily and can be flexible on timings in order to minimize person-to-person exposure.

**Bed Linen & Towels:** Our linen will be handled with extreme care to prevent raising dust and potential contamination; used linen will be washed at a high temperature for optimal disinfection.

**In-Room Sanitation:** Frequently touched areas will be disinfected regularly e.g. telephone, remote control, door/window/wardrobe handles, toilet seat/flusher, faucets, shower controls, Air conditioning control, coffee maker, tea kettle, light switches, hair dryer, minibar door, bottle opener, safe, etc., handle of mini bar fridge, etc. We will use a fresh, clean set of microfiber cloths for each room to avoid cross-contamination.

**Utensils:** Dirty glassware, china and silverware will be removed from bedrooms and processed by our stewarding teams. Dirty items are cleaned on an optimal temperature.

**Bins:** We disinfect bins with appropriate anti-microbial cleaning agent.

**Ventilation:** Each time a bedroom is serviced; we will ensure it is ventilated by opening window(s) – where applicable.

**Soft Furnishings:** We steam furnishings and curtains periodically.

**Laundry:** We will minimize exposure in guest rooms as much as possible, all guest laundry items will be covered in transit. When delivering guest items, colleagues will wear masks (as per health guidelines).



## PUBLIC AREAS

Enhanced cleaning and disinfection procedures have been implemented in guest rooms, lifts, public areas, and back-of-house areas.

**Public Spaces:** Our hotel has increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators (and elevator buttons), door handles, public bathrooms and even room keys.

- **Cleaning and disinfection** of high-touch surfaces in public areas are carried out regularly, with appropriate products. This includes handrails, elevator floor buttons, counters, door and window handles, washroom taps, among others.
- **Ventilation** procedures in public areas occur few times a day, ensuring indoor air quality.
- All public toilets are equipped with antiseptic solutions for hand hygiene and disinfection.
- Public outdoor areas, adjacent to hotels, are disinfected at least once a week.



## ELEVATORS

- Hand sanitiser dispensers are available at the entrance of each elevator.
- Elevators can only be used by 2 people at the same time and floors have marking with directions to ensure appropriate social distance.
- All areas of the elevator are cleaned and disinfected hourly.



## BUSINESS CENTRE

- The capacity is limited, based on the maximum allowed by the health authorities. Distribution of existing furniture is reorganized.
- Each desk, equipment and working area are disinfected after each guest leaves.



## CONFERENCE & EVENTS – Meet SAFE Cornaro Hotel

### Physical distancing & Personal protection

Airy and roomy meeting halls, extraordinary event spaces.

Our affinity for open space means our expansive meeting halls were designed to bring the outdoors ‘in’, including opening windows that allow for natural incoming light and airflow.

Event set-up layouts will allow for physical distancing, will reflect capacity restrictions, and may be customized for clients.

### Reducing meeting room capacities

**Meeting rooms and equipment disinfection**, all pens/pencils, board sets, will be disinfected after each meeting.

**Meeting Room Sanitation:** We will sanitise all key high-touch points e.g. telephones, projectors, remote control, door/wardrobe handles, light switches, cover of recessed electrical outlets, chair arms, flip charts & markers, etc.

**Waste:** We will provide pedal-operated lidded bin with plastic liner, these will be emptied during each break, and disinfected after each meeting adjourns.

**Ventilation:** Each time a room is serviced, we will ensure it is well-ventilated by opening window(s) where possible, airing out conference halls as well during each break.

Banquet food & beverage service will follow restaurant guidelines available for review upon request.

All food and beverage service, including buffet coffee breaks, will be served by an associate.

Adapted meeting and event catering – with new presentation options which minimize the risk of infection.

Touchless hand sanitizing stations will be available throughout the property’s common areas.

Informative signage encouraging everyone to maintain safe behavioural practices will be displayed throughout the hotel.



## INSTRUCTIONS FOR PARTICIPANTS

Meeting attendees are asked to exercise social responsibility and follow the National health authorities’ guidelines of social distancing and washing hands frequently.

You can contact the Hotel through Cornaro app chat for all necessary information during the event.

List of participants updated

*Outdoors is the new meeting space – Cornaro Hotel Events with a view*

*Outdoor event dining venues available*

*Our enchanting open-air venues and terraces allow you to escape the usual four walled habitats to enjoy the health benefits of fresh air and with a Split city and sea view.*



## RESTAURANTS & BARS

To ensure carefree indulgence in the carefully crafted dishes and beverages at our restaurants and bars, the recommended distance between all visiting guests is strictly maintained. Our employees and the culinary teams ensure that the highest hygiene standards are always respected.

- The capacity of bars and restaurants are reduced according to the guidelines of health authorities, maintaining a minimum distance of 2 meters between tables. Open air spaces available as well in hotel for Social Distancing. Servers apply appropriate distancing.

**Table Linen:** Our linen will continue to be changed after each party has left and laundered as per our hygiene standards.

**Placemats:** Our placemats is changed and disinfected after each party has left; Disposable paper napkins are provided as an alternative; table tops and chair arms are disinfected regularly.

**Service Style:** We are providing 'A La Carte' service for breakfast, lunch, and dinner but some cold items may be available for hand collection by guests.

**Salt & Pepper Cruets:** We removed salt & pepper cruets and any other condiments e.g. Tabasco, Ketchup, etc. but offer these as served by the waiting team.

**Menus:** We added to our conventional menu folders as well tablet menu. Where possible we loaded the menu onto the TV system.

**Ventilation:** We ventilate all restaurant outlets after each meal period. Open air spaces as well on your disposal.

**Delivery/Retrieval:** We minimize exposure in guest rooms as much as possible or offer guest contactless delivery by leaving tables/trays outside the room after announcing delivery. All food items is covered in transit.

**Hand disinfection:** Mandatory hand sanitation is enforced pre-/post-delivery of an order your meals.

- A meal rotation schedule is established to control the number of guests in the room and avoid crowding at the entrance.
- **Hand sanitiser** dispensers are available at the entrance and its use will be encouraged.
- **Staff** is trained regularly to maintain social distance in relation to guests of at least 2 meters.
- **À la carte menu** is preferred, hotel tablet or Cornaro Hotel App restaurant offer and price list available
- **Self-service** / buffet is partial; however, the following measures are compulsory:
  - a) Staff serve guests at the buffet counters.
  - b) During breakfast, individual a la carte menu as well available



## FOOD & BEVERAGE services tailored to the current situation

We store and process our food and beverages in accordance with the current HACCP requirements and additional official recommendations for food safety. In order to guarantee the highest level of hygiene, we currently use more disposable packaging and packaged portions.

To minimize risks, we have adapted our processes for ordering, preparing, delivering, consuming and paying for food & beverage services in our hotel.

- **Supplier certification** – we follow the strict safety protocols in delivery processes.
- **Equipment required for suppliers** – all suppliers accessing the hotel must follow the required and updated regional safety measures.
- **Food safety** – we are reducing product handling and human contact during both preparation and delivery, by using single-use packaging.
- **Room service and take out products** – our restaurants and room service follow strict safety protocols and are only offering products on the menu.
- **Adapted meeting and event catering** – with new presentation options which minimize the risk of infection.



## WELLNESS & JACUZZI & FITNESS

In all Wellness areas, including changing rooms and showers, a distance and disinfection measures are followed. The cleaning and disinfection process has also been enhanced to allow you to unwind and relax while feeling safe and taken care of.

**Sanitation:** We regularly sanitise all high-touch points e.g. telephones, remote controls, door/locker handles, exercise equipment, floor mats, toilet seat/flusher, hair dryers, water dispenser taps; We sterilise beauty equipment; our hot tub care is treated as per our standard local regulations.

**Massage Bed Linen & Towels:** We place used linen in clear plastic bags and seal the bags; we wash all linens at high temperature for optimal disinfection.

**Bins:** We continue to disinfect bins with appropriate anti-microbial cleaning agents.

**Ventilation:** Each time a room is serviced, it will be ventilated by opening window(s).

In fitness rooms, frequently cleaning of all equipment with a disinfecting solution containing at least 70% alcohol, extra attention to high-touch areas.

Frequently cleaning the areas including the changing rooms, showers and toilets.

Wellness staff is to be strict in enforcing guest hygiene practice, requiring a shower with a soap and water before entering the Jacuzzi/spa facilities, washing hands or using sanitiser before using equipment, not to allow anyone who is sick using these facilities / signs at the entrance and through facility describing ways to prevent the spread of germs posted /

Hand sanitiser dispensers will be available at the entrance and through areas as well its use will be encouraged.

Terrace Sun deck set will be available upon request and prepared for your use.



## CHECK-OUT

- Regarding social distance and hygiene, the same measures applied to check-in are adopted.
- A preform invoice can be issued and sent by email in advance.
- Electronic payment will be encouraged and contact with the physical credit card should be avoided.
- Sanitizers and tissues are available so that guests can disinfect the payment terminal and mobile phone.



## BACK OF HOUSE

In the spaces where associates work “behind the scenes,” hotels are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker room, and laundry rooms and staff offices.

Washing programs; we continue to take care regarding SOP Hotel Laundry procedure and dividing strictly all items from the transport to the Laundry “to be cleaned” and cleaned items.

We continue to operate washing programs for each type of linen, using the hotel professional cleaning and hygiene products.

We have taken numerous measures to protect you and our employees.

*Are you with us? We are happy to welcome You! There’s a smile behind our masks*

*Cornaro Hotel assures you that your safety and comfort remain our highest priority.*

## OUR MISSION

We are committed to safeguarding your health and wellbeing during every moment of your stay.

*We stand together. We are continuously monitoring. We Care. We Clean. We are Welcoming You!*

Thank you for your continued trust in Cornaro Hotel services and for your stay!

We look forward to welcoming both loyal and new guests with our signature atmosphere and our ever-enduring warm-hearted service.

For further information, please contact us at [reservations@cornarohotel.com](mailto:reservations@cornarohotel.com)

We will continue to adjust the hotel service in accordance with current safety recommendations.

With our warmest wishes,

Management and the entire Team at Cornaro Hotel Split

