



Stay Cornaro

– STAY SAFE



SAFETY AND PREVENTION PROTOCOLS COVID-19



For more information,
download
Cornaro Hotel app.



Introduction – Statement on hygiene and cleaning protocol

STAY CORNARO – stay SAFE

Dear Guests and Partners,

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 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 delivering a beautiful performance and creating moments when luxury is felt. During these challenging and changing times, our promise to let you experience the warm-hearted and renowned Cornaro Hotel's 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. Disinfectants are available in all public areas of the hotel.

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



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Statement on hygiene and cleaning protocol

STAY CORNARO – stay SAFE

SAFETY AND PREVENTION PROTOCOLS COVID-19

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. In case of a high fever or other symptoms, working 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 as 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.
- 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. 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. Increased disinfection frequency of sanitary facilities, public area 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.
- A shoe sanitizing mat will be placed at the entrance of the hotel.
- Individual protection kits will be available to all guests if needed.



KEEPING A DISTANCE, WITHOUT BEING FAR AWAY

If possible, maintain a distance of 1.5 m and avoid unnecessary physical contact with other people. Regardless, we remain helpful, attentive and ready to create unforgettable moments for each of you.



DISINFECTION OF VEHICLE'S KEY HIGH-TOUCH POINTS

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



RECEPTION

Antiseptic solution dispensers are available on all counters. 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. Key card terminals and credit card terminals, Front Desk area, pens and phones are being cleaned on a regular basis.



ROOMS & AMENITIES

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

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 and handle, bottle opener, safe, etc. We will use a fresh, clean set of microfiber cloths for each room to avoid cross-contamination.

Utensils: Dirty items are cleaned on an optimal temperature.

Bins: We disinfect bins with an 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.



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 and washroom taps, among others.
- Ventilation procedures in public areas occur a 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.



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.

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

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. Contactless hand sanitizers are available in public areas of 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.

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

- Our staff and culinary experts ensure compliance with the highest hygiene standards during the preparation and serving of food and beverages. Hand disinfection: Mandatory hand washing and disinfection is performed before and after the delivery of your meals.
- The use of disinfectants available at the entrance to restaurants and bars is encouraged.



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.

- Supplier certification – we follow 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

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.

Message Bed Linen & Towels: We wash all towels and linen at high temperatures for optimal disinfection.

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

We are also frequently cleaning the areas including the changing rooms, showers and toilets.

The use of disinfectants available at the entrance and other locations in the Cornaro Hotel's Wellness Center is encouraged.

Terrace Sun deck set is available on request.



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 divide 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

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

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