

GENERAL RECOMMENDATIONS FOR RENTERS DURING THE COVID-19 PANDEMIC

Dear renters,
according to the recommendations issued by the Croatian Institute of Public Health for hotels and renters during the COVID-19 pandemic, we have laid out the following recommendations relating to renters:

COMMUNICATION WITH GUESTS BEFORE ARRIVAL:

- If possible, contact every guest before their arrival and get information on their general health, agree on payment and registration methods (contactless payment and registration is recommended, i.e. guests should send you their information before arrival)
- Tell them how to arrive to their accommodation, where to park, the location of the key and other information that could be useful in order to minimize physical contact, all for the purpose of ensuring your protection and your guests'
- All foreign nationals crossing the border will receive a leaflet with recommendations on how to behave in the Republic of Croatia

ARRIVAL AT THE ACCOMMODATION:

If you have to make physical contact with the guest upon their arrival, it is recommended that you wear a **protective mask** and maintain a physical distance of **1.5 m**. Avoid shaking hands with the guest, touching your face etc. Measure your body temperature every morning and if it exceeds 37.2°C or if you feel ill, do not come into contact with guests.

Upon the guest's arrival, the accommodation should be equipped with:

1. **A disinfectant** – a disinfectant with an alcohol concentration of 70% or some other product suitable for skin use must be placed at each entrance
2. **Disposable paper towels**
3. **A thermometer** (or provide one at the guest's request)
4. **A notice** – information on hygienic care, rules of conduct and protection measures, as well as waste disposal
5. **The renter's contact information, mobile phone number, e-mail address**
6. **A SARS-COV-2 (COVID-19) Infection Risk Assessment Questionnaire** – the questionnaires are translated into foreign languages and are attached to these recommendations
7. **Masks and gloves** – at the request of the guest
8. **A disinfection barrier** - an ordinary towel soaked in hot water mixed with disinfectant must be placed on the existing mat at the main entrance to the accommodation units. As the towel dries during the day, it is necessary to soak it again and place it on the mat.
9. **Information on the destination** with highlighted walking trails and outdoor activities, beaches

RECOMMENDATIONS FOR DECORATING RENTAL APARTMENTS:

- Minimalism
- No rugs or carpets
- As few details as possible
- White linen

- No cushions on chairs

RECOMMENDATIONS FOR MAINTENANCE OF ACCOMMODATION UNITS:

- **Cleaning** – should be done according to current practice, unless the guest requests the accommodations to be more frequently cleaned or bed linen and towels more frequently changed. All surfaces and objects coming into contact with the guest must be thoroughly disinfected, with special care given to the bathroom after the guest's departure.
- **Bed linen and towels** – used ones must not come into contact with clean ones.
- **Information** – the guest must be informed on higher hygienic standards in the facility.

All disinfectants used for personal hygiene and all disinfectants for cleaning as well as other supplies can be purchased at a separate specialized section of the **HoReCa centre in the Maxi Market Jadranka where all renters are entitled to a **10% discount if they present their Renters' Card** upon payment*

RECOMMENDATIONS FOR MAINTAINING OF COMMON AREAS – for accommodation facilities that have common areas, such as bed and breakfast lodgings

- **Venting and hygiene** – regularly and periodically, e.g. disinfection of all surfaces once every hour, and more often in the area used for reception of guests.
- **Physical distance** – ensure adequate distance between guests (place tables and chairs 1.5 m apart, remove cushions from the chairs) and between the guest and the employee or the renter and members of their family, who move through the same space.

IN CASE SYMPTOMS OF THE DISEASE OCCUR DURING THE STAY:

If a guest starts to develop symptoms of the disease after their arrival to the accommodation, they will fill out the SARS-COV-2 (COVID-19) Infection Risk Assessment Questionnaire, contact the renter by telephone and agree on how to deliver the questionnaire (by e-mail, sending a photo or in person). The renter will contact the **emergency medical service at 112 or 113**, read out the symptoms in the filled-out questionnaire, and await further instructions. The guest will stay at their accommodation facility.

IMPORTANT TELEPHONE NUMBERS:

Emergency medical service: 112, 113

Institute of Public Health of the Primorje-Gorski Kotar County: +385 91 125 7210

Mali Lošinj Tourist Board: +385 51 231 884; +385 51 231 547

ATTACHMENTS:

- SARS-COV-2 (COVID-19) Infection Risk Assessment Questionnaire
- Information leaflet for guests