



RECOMMENDATIONS AND INSTRUCTIONS FOR YOUR CAREFREE VACATION AND WELL-BEING

Dear guests, thank you for choosing our wellness company. Our specialist service has prepared some recommendations and instructions in the field of health and safety at work.

We can assure you that by following these recommendations your visit and stay will be safe and enjoyable and relaxing at the same time.

STAYING AT OUR HOTELS IS COMPLETELY SAFE. QUICK, SAFE AND SIMPLE

- We recommend an online – direct booking on our website.
- Upon booking, please provide us with all the information on the arriving guests, as to avoid waiting at the reception.
- When making a reservation, please make the payment in advance (according to the quotation or by credit card).
- Use your contactless card in the hotel.

WE KINDLY ASK YOU TO TAKE INTO CONSIDERATION THE FOLLOWING:

- VISIT US ONLY IF YOU FEEL PERFECTLY HEALTHY.
- Observe hand and cough hygiene and keep the recommended distance (1.5m).
- It is necessary to use facemask in public areas.
- Hand disinfectants are available in all public and common spaces.
- We provide regular and thorough ventilation of our hotel rooms and other facilities. Furniture, objects and pieces of equipment are cleaned and disinfected after use.
- You should use elevators individually or together with the members of the same household.
- If you experience symptoms of Covid-19, please go to your room immediately and call the reception telephone number.
- Follow the guidelines and instructions of the hotel staff.

UPON ARRIVAL AND DEPARTURE

- On the first day of your arrival, the room is available from 2pm. Swimming is available after you check-in.
- The luggage is taken directly to your room, and taken out on the day of check out. Luggage storage facilities are not provided.
- Upon arriving at the reception, please disinfect your hands; it is obligatory to wear a protective mask.
- On the day of check-out, you may use your room until 11am.

HOTEL ROOM

- Your room is cleaned and disinfected and provided with a special knob hanger.
- We try to be as environment-friendly as possible, that is why we do not perform daily room cleaning.
- We perform room cleaning and laundry change every 4th day. Bathroom towels will be changed daily, we will also empty your trash bin on a daily basis and complete your mini bar offer.
- In case you need or desire daily room cleaning, please notice our hotel reception until 9 AM.
- As a precautionary measure, we have removed all decorative elements on the upholstered furniture and bed.
- During cleaning, the room is well ventilated.
- In addition to washing at high temperatures, bed linen, towels and bath robes are also disinfected.

HOTEL RESTAURANT AND CAFÉ

- Upon entering the hospitality and catering premises, please disinfect your hands.
- It is obligatory to wear a protective mask when entering the restaurant. At the table, you can take your mask off.
- You should keep a recommended safety distance and follow the floor markings.
- Tables are placed at a distance of 1.5m from adjacent tables.
- Only persons from the same household or room may sit at the same table.
- In accordance with the safety measures, large tables are not allowed.
- During your stay, you will use the table reserved for you. As we have limited the number of persons at the restaurant, meals are held according to the time schedule determined at the arrival of the guests. Please follow the meals schedule that has been assigned to you.
- We prepare food by taking into account strict safety protocols and also disinfect all common surfaces, tables, chairs and other equipment.
- The meals from the buffet will be served by our catering staff.
- The menu and tableware are available to guests at their explicit request. After the meal, our staff disinfect all cutlery, plates and glasses used.
- You have the option to order your meals to your room at room service prices.
- It is not allowed to take food out of the restaurant.
- Do not come to the restaurant with bags and other luggage.

THERMAL CENTRE THERMANA PARK

- Please enter the Thermal Centre only if you are perfectly healthy.
- When entering the swimming pool area, it is strictly prohibited to use any kind of footwear, and you must not bring in any bags, food or drinks.
- Disinfect your hands when entering and exiting the swimming pool area.
- Keep the recommended safety distance of at least 1.5m when entering the swimming pool area, taking a shower, in dressing rooms, in the queue in front of water slides and elsewhere. Observe any floor markings.
- Put your personal belongings in your sack/bag and into a disinfected the locker.
- We have ensured a high frequency of cleaning and disinfecting the swimming pool and adjacent surfaces and toilets.
- In the swimming pool, keep the prescribed safety distance of at least 2m.
- Our deckchairs are placed in accordance with the instructions of the competent institutions. If you want to move them, ask a lifeguard for assistance.

RESTAURANT AT THE SWIMMING POOL AREA

- When entering the swimming pool restaurant, please disinfect your hands, while the use of a protective mask is obligatory.
- The meals from the buffet will be served by our catering staff. The buffet will include front cooking.
- We prepare food by taking into account strict safety protocols and also disinfect all common surfaces, tables, chairs and other equipment.
- The menu and tableware are available to guests at their explicit request. After the meal, the staff will disinfect all cutlery, plates and glasses used.
- In order to keep prescribed distance, floor markings are arranged in places where queues are expected.
- Tables at the restaurant are placed at a distance of at least 1.5 metres from the adjacent tables. Only people from the same household can sit at the same table.
- It is forbidden to take food from the restaurant.

THERMANA PARK SAUNA CENTRE

- You may enter the Sauna Centre only if you are perfectly healthy. Upon entering and exiting, please disinfect your hands.
- Put all your personal belongings in a bag/sack and into a disinfected locker.
- Keep the prescribed safety distance, which is 1.5m in shower rooms, changing rooms and elsewhere, and 2m in the water. Please observe the floor markings in places where queues are expected.
- Deckchairs in the rest areas are placed according to the instructions of competent institutions. If you want to move them, ask personnel for assistance.

WELLNESS CENTRES AND FITNESS CENTRE

- Please enter the Wellness and Fitness Centre only if you're perfectly healthy.
- Disinfect your hands upon entering and exiting the facility.
- Keep the prescribed distance of at least 1.5m and observe any floor markings at places where queues are expected.
- At the entrance, we ask you to fill in a statement and measure your body temperature.
- You must put your personal belongings into a bag/sack and into a disinfected locker.
- More detailed information is available at the entrance to the centre.
- When visiting the fitness centre, the following changes apply:
 - » a preliminary booking of the fitness visit is required, and the visit may last a maximum of 90 minutes;
 - » visitors must have 2 towels;
 - » it is not allowed to use the showers in the changing rooms;
 - » consistent disinfection of equipment is required before and after use;
 - » you should keep the prescribed distance, which is at least 4 metres in intensive exercise.

Thank you for understanding our efforts to ensure a safe environment for your stay in our wellness company.

Thank you for following the prescribed measures and recommendations and so helping us all to stay healthy.

Thermana d. d. team