

Hospitality and Health

Dear Guests,

At **Dolphin Bay Family Beach Resort** we continue to welcome and provide you with exceptional accommodation experiences and high-quality personalized services. As the health and safety of our guests and staff remains our top priority, we implement a specially designed protection plan without compromising on the quality and the hospitality we offer.

We follow strict standards of cleanliness and hygiene:

- **Frequent cleaning** with branded products approved by the National Pharmaceutical Organization in all indoor and outdoor facilities.
- Clearly established **time-schedule for cleaning and disinfection** in all areas and high touch locations, including the elevator.
- Conspicuous placement of **hand sanitizers**.
- **Fast response** to emergency cleaning issues.
- Regular **sanitation training** for our team members and daily thermometry when arriving at the hotel. The staff is equipped with Personal Protective Equipment.

We apply **accommodation rules** that guarantee the well-being during your stay with us:

- Disposal of **hand sanitizers** at all entrances, recommending its use at the entrance and exit.
- Recommendation to avoid overcrowding and application of appropriate marking of the **distance of two (2) meters** in any waiting area of the hotel (reception, bar, buffet, etc.).
- **Check-out until 11.00** and **check-in from 15.00**. This change is mandatory and ensures that, between different stays, the rooms are thoroughly cleaned and disinfected with top products by Diversey.
- **Personal** hygiene and safety **products** are provided in each room upon arrival.
- Daily **room cleaning** during the stay only upon request.
- **Maximum use of the elevators** by two adults with use of a face mask.
- Our **buffet** meals are served only by the staff. In the restaurant we keep the required distances. We carefully follow the adequate hygiene, safety, and operational protocols according to HACCP.
- **Food delivery** services are not allowed.
- **Non-residents** are not allowed.
- Maximum number of **guests in the pool** (one swimmer per 5 m² of water surface). Frequent cleaning and disinfection of swimming pool and areas with appropriate products. Regular measurement, recorded, during its operation.
- **Outdoor mini club** supervised by professional staff.
- We keep a **record** of staff members and all guests (name, nationality, arrival/departure date, contact details such as address, telephone, e-mail) to enable close contact with any COVID-19 case that may occur. We record and update the Covid-19 file.
- We inform our guests about the **General Regulation on Personal Data Protection** that a file is kept for reasons relevant to public health protection.
- Collaborating doctor available 24/7.

Based on the highest level of responsibility and readiness, we are confident that our facilities and services are still safe and ready to serve our next guests!