

HOTEL STANDARDS 2020

Today, in particular, "Home is where we feel safe." We have updated our service quality standards and adapted them to the new challenges of socializing. They will be posted on our websites and hotel information points. In order to be properly prepared for your guests, we provide you with a supplement to the hotel standards, based on the general recommendations by the National Institute of Public Health, which we will consistently follow indoors. All hotel employees and suppliers are committed to the new guidelines, which complement our EU Marjetica and Slovenia Green Accommodation eco-label standards.

General

We will digitally measure body temperature at the hotel reception. In case of increased temperature, we will direct you to the nearest health centre, 200 meters away, and we have a hotel room ready for the needs of isolation. In addition, we will disinfect the luggage upon check-in and provide automatic hand disinfection, and mark the recommended social distance in all areas of the hotel.

Reception

Upon arrival, guests will be asked to sign a statement of awareness of individual responsibility for their own health and the health of others. Entry into the elevator will be possible individually or in pairs. For additional information on the hotel, culinary offer and activities in the destination, the reception team will be available 24/7. We will recommend a non-cash payment for all hotel services during your stay.

Rooms

We always pay special attention to the cleanliness of hotel rooms. We have upgraded the existing standards by disinfecting all surfaces, additional ventilation and steam cleaning of upholstered furniture. The offer of the mini bar will be provided exclusively with the prior order by the guest. All promotional materials have been removed from the rooms.

Culinary

We will continue to strictly adhere to high HACCP standards. The restaurant team will provide additional security with appropriate protective equipment and regular ventilation of the restaurant. Tables and chairs will be placed at a distance of two meters. Buffet meals will be replaced by breakfasts and dinners served in the restaurant, on the hotel terrace or, on request, in the room.

Wellness

Our boutique wellness centre already takes into account the challenges of limiting socializing, i.e. up to 30 guests per 640m². Entry to the Sauna Park will be possible only with prior reservation and signing a statement of awareness of the responsibility of the individual for their own health and the health of others. It will be mandatory to take a shower before massages and other wellness services.