

## COVID-19 EXTENDED HEALTH & SAFETY MEASURES

Dear guest and partners,

We invite you to choose Regent Porto Montenegro as your first travel choice in the post pandemic times. Being part of the prestigious Regent Hotels and Resorts as well as the Intercontinental Hotels Group (IHG), we adhere to the most rigorous hygiene standards. Following expert guidance to protect our customers, we have implemented many additional mandatory measures to increase our hygiene to ensure your safety.

These measures are temporary and will be updated accordingly.

### General rules and information

- Masks to be worn in public areas at all times by staff and guests
- Physical distance of 2 metres respected at all times
- Hand sanitizers located at the entrance to the hotel and in public areas
- Appropriate signage in all public areas
- Front Desk and Security staff available 24/7 for assistance
- Concierge services available via video call and instant messaging



## BOOKING AND RESERVATION

### Offers

We invite guests and partners to check our website or liaise with our Reservation Team for new tailor-made offers with a list of benefits, ready for booking.

### Booking confirmation

Booking confirmations will be issued with a checklist of health & safety measures for the guests to familiarize themselves in advance with the steps taken on arrival and during their stay.



## ARRIVAL & CHECK IN

### Arrival by car

- **Self-parking:** for safety, it is recommended that all cars are self-parked by the guest, guided by colleagues from the Front Desk / Concierge, before coming to the Front Desk.
- **Valet parking:** Service available. When guests arrive at the main entrance their car keys will be taken over by the Concierge. Prior and after the valet parking the car keys, steering wheel, door handles and gear shift (all touched surfaces) will be disinfected.

### Transfers

Regent Porto Montenegro recommends reliable transfer companies that adhere to strict health and safety standards.

### Luggage

All luggage will be disinfected with professional chemicals containing at least 70% alcohol.

*We highly recommend travelling with hard board (plastic) bags as any type of cloth / leather luggage might be damaged by disinfection.*

### Masks and gloves

Prior to entering the hotel, guests' footwear and hands will be sprayed with sanitizer and masks as well as gloves will be handed out. Masks must be worn within the public areas at all times except on restaurant terraces.

### Extra information needed

In order to prepare for arrival, guests will be invited to share details such as arrival and departure times and preferences in terms of Housekeeping service hours. This information will allow the Regent team to welcome guests with our customary five star service, whilst adhering to all precautionary measures.

### Temperature check

Guests' temperature will be checked. If higher than 37,2C guests will be directed to Tivat medical services. In case of a positive COVID-19 test result, appropriate accommodation will be allocated.

### Check in

- Check in will take place in the covered open air zone within the Italian Garden, weather permitting.
- 2 meters physical distance to be respected at all times - floor markings will assist in keeping a safe distance.
- Plexiglas panels are installed at the front desk for the safety of our guests.

### Accompanying the guest to the room

Guests will not be accompanied to the room for health and safety reasons. A courtesy call will be extended 5 minutes after check in to ascertain the guests' comfort.

## STAY & EXPERIENCE

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### ACCOMMODATION

#### Personal sanitizer and disposable gloves

Will be placed in each room.

#### Room allocation

Each room will remain vacant at least 24 hours prior to the guests' arrival.

#### Room cleanliness and maintenance

- Upholstery – steamed and fogged with the appropriate equipment.
- Carpet – vacuumed with a professional vacuum cleaner with HEPA filter.

Our Room Cleaning process as per IHG Way of Clean program is now even more expanded and strengthened. In conjunction with global experts such as Ecolab and Diversey we are implementing new and innovative ways of enhancing the guest experience.

#### Linen & towels

White linen and towels washed at 70 degrees at all times.

#### Entry to the guestrooms

By Housekeeping or Engineering departments will only be undertaken when the guest is not in the room. The room will be fully sanitized afterwards.

## DINING EXPERIENCE

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#### Sanitation

All tables and chairs will be sanitized thoroughly prior and after each party.

#### No of people

Maximum of 4 guests per table unless more people are of the same family.

#### Service

Each restaurant section will have its own waiter / waitress ensuring full five star service and implementation of hygiene measures.

#### Breakfast

An à la carte menu will be served, in order for us to continue offering the excellent breakfast menu for which Murano restaurant is known – whilst enabling social distancing.

## SPA

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#### Sunbeds

Placed at a minimum safe distance of 2 meters.

#### Pools & jacuzzi

Chlorine levels regularly checked and maintained.

#### Public areas

Evaluated as “high risk areas” and sanitized every hour. Frequency of sanitation will follow the rise of in occupancy.

#### Corridors

Corridors will be fogged once a day to ensure that a sterile environment is maintained.

#### Housekeeping trolleys

During the turndown service and whilst the room is being serviced, housekeeping trolleys will be maintained at a safe 2 meter distance from guestrooms.

#### AC units

Increased maintenance of AC units and fresh air systems, with additional disinfection of filters.

#### Ventilation units

Increased percentage of fresh air import into the acclimatization and ventilation systems.

#### Water sampling

Increased number of sampling and testing.

#### Lunch

A special à la carte menu will be available in Gourmet Corner restaurant.

#### Dinner

A special à la carte menu will be available in Gourmet Corner and the Library Bar.

#### Take away

Available daily from Gourmet Corner.

#### Room service

Food will be delivered to the door of the room and service staff will not enter the room for the safety reasons.

*Room service available 24/7.*

#### Sanitizers

Will be placed in visible locations.

#### Disinfection wipes

Will be available for guests' use.

## GYM

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### Booking

Advance booking necessary.

### Hygiene

After each work out session, Spa attendants will check the area and disinfect the Gym, before admitting the next guest.

### Number of permitted people in the gym - 1\*

*\*Members of the same room and or family permitted in the gym at the same time.*

## POOLS

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### Sanitizers

Placed in visible spots at the pool area.

### Sunbeds

2 in the area of 16 m<sup>2</sup>.

### Emergency situations

Any emergency situation should be reported to the Front Desk who will assess the need to involve the hotel's Security team. In the case of a guest's temperature rising during their stay, the hotel will act in compliance with the guidance of the Montenegrin HealthCare System as well as IHG's health and safety regulations.

## EMPLOYEES

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- All hotel colleagues are requested to stay at home in case they show any symptoms of flu or are feeling unwell;
- All employees' temperatures will be taken twice daily. If any staff registers a temperature of over 37,2°C they will be asked to return home
- Uniforms are fully sanitized, by steam press or heat iron;
- Masks and gloves will be worn as part of the uniform across all departments;
- Extensive hand washing and sanitizing arrangements have been implemented; hand sanitizers are placed in all staff areas;
- All colleagues have undertaken training in operational safety, security, risks and problem handling relating to COVID-19
- All colleagues are trained on social distancing requirements in line with company policies as well as local official guidelines.

*We believe the micro location of the hotel, at the sea front, is a positive choice for a much-needed boost to the immune system*