

## Covid - 19 IMPORTANT NOTICE

Dear Guests,

We would like you to know that in this difficult situation, we are thinking of you and that the health and safety of our guests and our staff is our highest priority.

As we all face uncertain circumstances of the coronavirus (COVID-19) which was declared a pandemic by the World Health Organisation, we are closely monitoring the situation and taking all precautions to ensure a healthy and secure stay at our hotel in the future.

The level of hygiene and cleanliness at the Villa Anica has always been at a high level, and we have raised our hygiene and cleaning measures to an even higher level in accordance with the recommendations and instructions of the health authorities. We are closely watching the World Health Organisation (WTO) and following all instructions from national and public health authorities and carrying out procedures with appropriate hygiene and health care measures with our own trained team.

We are aware that in this situation you are not thinking about traveling, but we would like to thank you in advance for your trust in Villa Anica, as you plan your future trips and have confidence in us to do everything possible to ensure a carefree and safe stay in the future. We want you to know that your safety and well-being are our priority and in this turbulent time we are all patiently waiting for the positive outcome of the fight against the world pandemic coronavirus (COVID-19) so we can again welcome you at Villa Anica with open hearts.

### **What we do at our Villa Anica for securing the safety of our guest:**

- We follow the guidelines and recommendations of local authorities
- Increased focus on hand hygiene
- Increased cleaning and hygiene protocols
- Regular disinfection of exposed surfaces such as door handles anti-bacterial liquids
- Offer disinfectant dispensers to our guests

### **Security precautions that anyone can take to protect themselves and others from COVID-19**

- Frequent hand washing
- Have hand disinfection ready
- Avoid unnecessary hand contact
- Avoid touching eyes, mouth and nose
- Cover the mouth with the elbow when coughing and sneezing
- Keep at least one meter away from coughing or sneezing persons

### **Why stay in Villa Anica**

- Full privacy and safety
- Large open area with very limited number of people in one place
- Isolated from outside visits without control
- Close proximity to Dubrovnik Old City (3 min walk) e.g. no need for public transport/ taxi
- Villa Anica operate as normal, and with safety as our main priority and we are taking every precaution in order for our guests to feel safe when staying or visiting out property.
- *This information is valid until further notice and may be updated.*

**Villa Anica team**