



# Camping Cres & Lošinj

...the finest camping in Croatia

Dear Guests,

We are glad to be able to welcome you to our camp. We have seriously and thoroughly analysed the recommendations of medical authorities and have organised our business operations so as to ensure maximum possible safety of all our guests and employees.

In order to protect your safety and the safety of your families, other guests, and our employees, please respect the following rules for the duration of your stay:

## Basic rules:

- **Keep social distancing**
- **Maintain proper hand hygiene**
- **It is required to wear a mask in the store or at the reception desk**
- **It is recommended to avoid touching your face**
- **It is required to wear a mask in the store or at the reception desk**

## FOR YOUR OWN SAFETY

RECEPTION // GROCERY STORE:	SANITARY UNIT:
 USE HAND SANITIZER	 USE HAND SANITIZER
 WEAR MASK	 WASH HANDS BEFORE AND AFTER
 KEEP DISTANCE	 KEEP DISTANCE

## BE RESPONSIBLE

[www.camps-cres-losinj.com](http://www.camps-cres-losinj.com)



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## *How to prepare for your vacation*

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- If you experience COVID-19 symptoms, do not travel!
- On the following link you can find a map with possible restrictions for entering a certain EU country: [www.reopen.europa.eu](http://www.reopen.europa.eu)
- To enter Croatia even faster it is advised that you fill in the form that can be found on the following link: [www.entercroatia.mup.hr](http://www.entercroatia.mup.hr)
- Frequent Q&A's about entering Croatia can be found here: [www.mup.gov.hr](http://www.mup.gov.hr)
- Our [Booking Conditions](#) apply if the reservation is cancelled or changed.
- Guests with reservations, in order to reduce human contact at the reception desk, may check in online. The link for online check-in will be sent to your email address before your arrival.
- Camp amenities such as cool boxes, washing machines, dryers, and moorings are still at your disposal. We recommend you let us know in advance which amenities you would like to use, so we can prepare them for your arrival.

## *Arrival at the camp*

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- Upon arrival at the camp, stop your car in front of the gates and maintain your distance from other guests at the reception desk. Guests are required to wear a mask in the reception desk area
- Before entering the reception, please respect social distancing rules, stand on marked positions, and use the hand sanitizer kept near the entrance.
- Reception personnel will prepare in advance sanitised informational materials, which contain all the information you may need during your stay.
- Due to current operating conditions, the camp reception has specific working hours with breaks throughout the day to sanitise the premises; thank you for your understanding in advance.
- The entrance is open until 22:00 h, while check-in must take place during the reception's working hours.
- After check-in, we will show you the way to the booked pitch and let you know which sanitary facilities to use. Guests staying in mobile homes will be welcomed by the mobile home village representatives, as always.
- During your stay, please make sure to follow the notices posted on the Info Boards placed throughout the camp.

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## Sanitary facilities

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- Our housekeeping personnel clean and sanitise the sanitary facilities and other equipment more frequently, and in accordance with [specific instructions and standards](#)
- When entering the sanitary facility, please sanitise your hands with the prepared sanitiser and then wash them. Maintain social distancing according to labels at the facility's entrance, and after using the facilities please wash your hands once again.
- We kindly ask for your understanding if you have to wait while the sanitary facility or parts of it are being sanitised.
- Due to social distancing rules, certain equipment will be out of use in the sanitary facilities, and labelled accordingly. Please, do not remove these labels and use the equipment.
- Please keep your stay in common areas to the minimum.
- If the direction of movement is indicated in a sanitary facility, please follow the instructions.
- If you are travelling with your camper or your caravan, or if you are staying at a mobile home, we recommend you use your own sanitary facilities.
- Certain sanitary facilities offer the use of separate washbasins in stalls or the possibility to rent a family bathroom.
- Sanitary facilities will open in line with the camp's occupancy; we kindly ask for your understanding if not all sanitary facilities are open.

## Stores and stands

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- The Guests are required to wear a mask in the reception desk area
- camp stores have specific working hours due to COVID-19; thank you for your understanding.
- Please keep social distancing rules between employees and guests, and respect the fact that the number of buyers who can enter the store at the same time is limited. Instructions and recommendations are placed near the stores' entrances.
- Please use contactless payment as much as possible.
- Avoid touching articles you will not buy.
- Before entering the store, make a shopping list in order to limit the time you spend inside.

## Restaurants

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- Restaurants have implemented the strictest sanitary measures.



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- If possible, we recommend you choose food delivery.
- The premises of catering facilities within the camp are organised so as to meet the rules of social distancing (tables are placed at a distance of at least 1.5 meters), and all the utensils used to prepare and serve meals are regularly washed and sanitised.
- In order to respect the limited number of guests, their entry is strictly regulated.
- Menus with prices are placed in a visible spot near the entrance to the restaurant, while individual menus and price lists have been removed from the tables.
- Employees set the tables in the presence of guests, and keep the maximum possible distance from the guests when taking orders and serving food.
- Contactless payment is recommended.
- After each guest leaves, the table and chairs are sanitised to prepare for the next guest.

## Beach

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- Maintain safe distance from other guests when on the beach.
- It will not be possible to rent sun chairs this year.
- At Camp Čikat, only one person can be in the boat during the transfer to the buoys.

## Playgrounds

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- Guests can still use the playgrounds, while maintaining social distance from all other persons at the playground.
- Children up to 8 years old must be accompanied by an adult.
- Please use your own equipment (racquets, balls...) when using the playground
- The entertainment program will be adapted to maintaining social distance in campsites Čikat and Slatina. The entertainment program for children will not be provided in camps Bijar and Baldarin during the 2020 season.

## Playroom (Čikat)

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- Specific working hours due to COVID-19, as well as a limited number of users.
- Children must sanitise their hands when entering the playroom; the use of face masks and gloves is not mandatory for children.
- Only children up to 10 years old may use the playroom; the rules of use remain the same.
- Organised breaks due to sanitisation, cleaning, and airing the premises.
- Only children without any symptoms may use the playroom.
- Strict hygienic standards at the premises and for the personnel.
- Altered use of play equipment.



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## Aquapark

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- According to the unanimous opinion of experts, confirmed by a report of the German Environment Agency, going to a public swimming pool, where swimming pool water is conventionally treated, does not increase the risk of infection for users: "A sanitising agent (usually chlorine) is added to the swimming pool water, deactivating or killing potential pathogens present in the water".

Source:

[https://www.umweltbundesamt.de/sites/default/files/medien/374/dokumente/stellungnahme\\_uba\\_sars-co2\\_badebecken.pdf](https://www.umweltbundesamt.de/sites/default/files/medien/374/dokumente/stellungnahme_uba_sars-co2_badebecken.pdf)

- Before entering the swimming pools, please follow all hygienic measures to correctly use the Aquapark.
- Please follow our management's instructions and respect social distancing rules, equipment use limitations, and visitor number limitations.
- Sun chairs, sanitised before each use, will be available to guests.

## Departure

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- On departure day, please leave the mobile home by 10:00 h, while guests on pitches must vacate the pitch by noon.
- We recommend you pay for your stay throughout the preceding week, so as to reduce crowds at the reception during peak hours, and to use contactless payment.

## Contact:

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- Camp's reception phone number

Campsite Čikat	+385 51 232 125
Campsite Baldarin	+385 51 235 680
Campsite Bijar	+385 51 237 147
Campsite Slatina	+385 51 574 127

- if you have any additional questions, please call us, in order to reduce human contact as much as possible.
- Campsites have a procedure in case if any of the guests feel the symptoms of COVID-19 disease

**Thank you** for following these instructions, so we can ensure a safe stay for all in our camp!

**Be responsible!**

Camping Cres & Lošinj Management