

1) What is the current COVID- 19 epidemiological situation at the destination? Are there any reported cases? Are your guests and residents concerned about the pandemic?

We have no COVID-19 cases or positive test results and there are more than 17,000 guests currently staying on the island. They have all been informed of the infection prevention and control measures they have to adhere to immediately on their arrival and how they should practice social distancing, good hygiene and disinfection. Island residents and guests are self-disciplined in following epidemiological measures and that is why we have a good situation.

2) Which safety precautions and response measures are in place in case of an outbreak of the disease?

At the destination level and in agreement with all accommodation service providers we have developed an action protocol in case of any suspected COVID-19 case. If any guest notices any of the following symptoms: coughing, sneezing, sore throat and/or increased body temperature, that guest should not leave accommodation and has to avoid any contact with other people, both inside and outside. The guest will complete the COVID-19 Infection Assessment Questionnaire available at the accommodation facility (in 7 languages), contact the owner or the reception desk and they will contact a physician and notify other health services.

Let me emphasize that if the epidemiological service suspects that there is a COVID-19 infection and orders self-isolation, the Mali Lošinj Tourist Board will cover food and accommodation costs and will be at service for any needs the guest may have while epidemiological measures are in place. In cooperation with the authorities the guest will be enabled a safe return home.

3) What makes Lošinj an island oasis, especially during the pandemic?

Lošinj has been Croatia's leading health tourism destination for years. Mild climate, natural attractions, opulent biodiversity, clean sea and over 200 sunny days a year are only some of the benefits Lošinj has to offer. Lošinj is actually an archipelago with over 30 small islands and islets featuring 250 km of walking trails and promenades. Since the island has many undisturbed coves and rugged cliffs, anyone can find a hidden spot and an oasis, as we like to call it, for perfect relaxation. In these challenging times, preferred types of accommodation are those providing additional safety and privacy, and in our case these are campsites, holiday homes and high-end villas.

4) Where are guests required to wear masks?

Masks are required in public transport (car ferry, catamaran, bus) and in health care facilities, stores and other indoor public spaces like banks, post offices, gas stations, etc.

Public gatherings in Croatia are limited to 500 people at outdoor events, with special restrictions in place for gatherings of over 100 people.

Due to precautionary measures only events with up to 100 people will be taking place, while bigger outdoor events (on squares) have been cancelled so that favourable epidemiological situation would continue and to avoid the risk of the disease outbreak on the island.

5) Will there be a lockdown in case of a disease outbreak? Would that include cancellation of ferry and catamaran services or just more stringent restrictions and schedule changes?

No, there will be no lockdown. If that occurs we will do our best to establish the source of infection and contacts. We believe it will not happen, but if it does we are ready to react to protect the safety of our residents and visitors. Regardless of a possible outbreak, there will be no ferry service interruption.