



TERRA PARK
CAMPINGS & HOLIDAY HOMES

Safe Stay

Covid-19 Prevention & Control

Dear guests,

The safety and health of you, our employees, partners and fellow citizens of the Terra Park team come first, so we have adapted our camps to new, challenging times. We continuously follow the news and recommendations of experts and competent institutions, and for your carefree, safe and special vacation we have implemented a program to prevent and control the spread of the COVID-19 virus. Be sure that we have all the prerequisites for an ideal vacation.

Reception

- hand sanitizer is available at the entrance
- the reception is marked with guidelines for physical distance
- the number of guests at the reception is limited
- detailed information related to the COVID-19 virus is available to guests
- there is a physical plexiglass partition on the reception desk
- we recommend to guests that they announce the time of their check-out in advance so that all the necessary documentation can be prepared, all with the aim of avoiding staying in the reception area
- if the guest notices symptoms of the COVID-19 virus infection, he is obliged to inform the reception, which will contact the doctor and follow his instructions. Until the arrival of the doctor, the guest is obliged to stay in his accommodation unit (AU), and everything necessary, is delivered to him by the camp staff in accordance with safety regulations. Guests who share an AU with that guest will be relocated to another AU until the suspicion of covid-19 is cleared.

Restaurant & Beach Bar

- hand sanitizer is available at the entrance to the facilities
- the tables are arranged so as to allow the prescribed physical distance between the guests
- detailed disinfection of tables is carried out after the departure of each guest, including all utensils on the table
- ventilation of buildings is carried out constantly
- staff adhere to all prescribed procedures for maintaining personal hygiene and work areas, and are trained to safely prepare food and beverages

Cleaning of accommodation units

- we carry out thorough cleaning, which includes additional disinfection of all surfaces and spaces
- "no entry" principle - cleaners do not enter the accommodation unit (mobile home, glamping tent) during the guest's stay. Information and a towel / linen change schedule are available at reception.
- all bed linen and towels used in the accommodation unit are pre-treated with disinfectant to provide maximum safety to all guests
- windows and doors will be open during the cleaning of accommodation units in order to increase air circulation and thus ventilate the space well
- after cleaning, special attention is paid to surfaces that are frequently touched

Common areas

- hand sanitizer available at the entrances to common areas
- recommended maintenance of the prescribed physical distance
- detailed disinfection of all surfaces and objects is carried out
- disinfectant dispensers are available in different parts of the camp
- detailed instructions are posted on all public areas
- the cleaning schedule is exposed in the sanitary facility

Sanitary facility

- our staff cleans and maintains toilets and other equipment in accordance with special instructions and standards
- guests are asked to understand if they have to wait while the toilet and / or its parts are maintained and disinfected
- we ask guests to maintain a physical distance according to the signs at the entrance to the facility
- if you are traveling with a caravan or motorhome, or staying in a mobile home or glamping tent that is already equipped with a toilet, we recommend using the same

Beaches

- we ask guests to follow the prescribed instructions and to respect the rules of physical distance, restrictions on the use of equipment and restrictions on the number of visitors
- according to the current recommendations of the Croatian Institute Of Public Health, a measure of max. 15 people per 100m², or max. 450 people
- regular disinfection of beach equipment is carried out after their use

Holidays for children and animation facilities

- we recommend that guests maintain the prescribed physical distance
- in accordance with the prescribed measures, the number of participants in all activities is limited, and before participating in them it is necessary to leave personal data and a contact number
- it is necessary to disinfect hands at the entrance and when participating in activities
- regular disinfection of all used materials, props and tables is carried out after the completion of creative activities
- the rooms are ventilated several times a day
- more frequent outdoor activities
- staff (animators) adhere to appropriate practices for maintaining personal hygiene and cleanliness of the work space
- guests are free to use the children's playgrounds, adhering to the rules of maintaining physical distance
- with regular maintenance, children's playgrounds are additionally disinfected in the period from 14:00 to 15:00 and will not be able to be used during that time

Fitness & beach massage

- hand sanitizer available at the entrance
- frequent thorough cleaning is carried out, which includes disinfection of all surfaces and equipment
- obligation to respect physical distancing measures
- disinfectants and towels are available to guests to wipe every device after use

Official information on entering the Republic of Croatia

Answers to frequently asked questions about the conditions of entry into the Republic of Croatia with regard to the existing restrictions to prevent the spread of the COVID - 19 virus can be found at: mup.gov.hr