



COVID-19 HOUSE POLICY



We developed this policy in response to the Covid-19 epidemic and new regulations in Croatia. It applies to all residents at Bolara 60. Please read it carefully. For everyone's safety, we request that you respect these measures throughout your stay with us. Thank you.

Arrival

- According to current Croatian regulations, international visitors must monitor their temperature daily each morning for 14 days, starting with the day you cross the border.
- We have a contactless thermometer and can help you with this.
- We may ask to take your temperature when you arrive.
- All of us working here must also take our temperature daily each morning.
- According to usual Croatian regulations, we must report details of all guests so we can pay tourist tax on your behalf. Rather than giving us your passport or identity card on arrival, please take a clear photo of it and send this to us via email or WhatsApp *before* your arrival.
- When arriving, if you can't immediately find us, please call us to alert us to your arrival.
- Please do not take offence when we do not shake your hand! We would love to, but are avoiding unnecessary contact. Please do the same while you are here.
- Please use the hand sanitiser by the main door before you enter, each time you enter.

Distance

- While here, please keep 1.5m distance, and 2m where possible, between yourself and others from outside your own family/friend group.
- We suggest you spend as much time as possible outdoors, especially when talking to people.
- At meals, we arrange tables so that your group is at least 1.5m from another.
- If staying in our main house (the Kuća), please do not enter the kitchen areas (the main kitchen downstairs and the 'summer kitchen' in the small nearby building).
- Please also respect the spaces marked "Privat".
- Please do not bring any visitors here without asking us first.

Hygiene

- There are hand sanitiser sprays in several locations around the house. Please use them frequently, for example before entering a bathroom/WC or sitting down to eat.
- Please also regularly wash your hands well with soap.
- We have masks and gloves. Let us know if you need some.
- We air out the main house for several hours each day. We suggest you also regularly air out your bedroom. In summer this is best done at night *not* during the day, to keep it cool.
- Please keep bathroom windows open all the time, and leave the door open after using.
- For your own and others' safety, we ask you to close the toilet lid before flushing.
- In the main house, please keep your towels and all personal items in your bedroom.
- As adorable as she is, we ask that you don't touch our cat Fluffy, or any other animals here.

Cleaning

- We are following a new cleaning regime this season which includes disinfection using a product which is over 70% alcohol.
- Please ***do not use any bleach products*** (eg containing sodium hypochlorite) at Bolara 60. Bleach kills the 'friendly' bacteria in our biological septic tank, which causes a big problem!
- The small house (the Kućica) is thoroughly aired, cleaned and disinfected between groups.
- In the main house, bedrooms are thoroughly aired, cleaned and disinfected between guests.
- Bathrooms and WCs in the main house are cleaned regularly and their common touch-points and surfaces (eg taps, toilet seat, light switch) are disinfected three times a day.
- Communal spaces in the main house are cleaned regularly and their common touch-points and surfaces (eg door handles, railings, table surfaces) are disinfected three times a day.
- Those of us cleaning wear a mask and gloves when cleaning bedrooms and bathrooms.
- Bed linens, towels and cleaning cloths etc are all washed at 60°C, and used linens are kept strictly separate from clean.
- Usually we replace bed linens and towels if you are here for more than 4 nights. If you would prefer us to change linens more or less frequently, please ask us.
- All food preparation is subject to our usual strict hygiene protocols.

Symptoms

- Croatia defines the symptoms of respiratory disease as "cough, sore throat, elevated body temperature, shortness of breath/trouble breathing, loss of smell and taste".

- If you experience any of these symptoms you are required to immediately tell us *via phone* and also the health service (see contact details below). Do not approach us or anyone else in person, or go to a healthcare facility without phoning first.
- If your temperature reads higher than 37.2°C, you should take it again in 10 minutes. If it still reads higher than 37.2°C you are required to notify us.
- If you experience sudden onset of severe symptoms, call emergency services first on 112.
- Any person diagnosed with Covid-19 will be admitted to Pula hospital or other organised accommodation.
- All of their “close contacts” will be required by the authorities to self-isolate for 14 days. A “close contact” is someone who has spent more than 15 minutes less than 2m away.

Contact details

- Email: anna@bolara60.com
- Main house landline: +385 (0)52 8945847
- Owners’ mobiles: +44 (0)7951 041886 (Anna) and +385 (0)99 4473267 (Matt)
- Istrian health service call centre (for reporting suspected cases): +385 (0)95 3256006
- Institute for Public Health of Istria County (epidemiologist): +385 (0)99 5294455
- Croatian Institute of Public Health (for information): +385 (0)98 227753
- Urgent medical service: 112

This policy is subject to change in accordance with the changing epidemiological situation and Croatian regulations.