



REPUBLIC OF CROATIA
Ministry of
Tourism and Sport



Safety protocol for Charter & Marinas

Charters

1. General rules for employees

- training employees on the implementation of procedures for the protection of employees and guests and procedures in case of the infection of employees or guests
- maintaining the highest level of hygiene and physical distancing in interaction with guests
- wear protective masks during all interaction with guests, in both indoor settings and in open areas of the marina
- wear protective masks in closed areas of the vessel and maintain physical distancing when in contact with guests (skippers)
- body temperature check at the beginning of a work shift
- daily measurement of body temperature while on board (skippers)
- disinfect hands as often as possible when hands are not visibly dirty and wash and disinfect them when they are visibly dirty and disinfect work surfaces several times a day
- limit the number of people in indoor settings
- mandatory use of a protective mask by the crew when entering and leaving the vessel from the marina and refueling

2. General rules for visitors

- wearing protective masks in all common areas of the marina (reception, in catering facilities, at the table and, toilets) and in communication with employees of the port authority, the port captain and the maritime police and the skipper
- disinfect hand when disembarking and using the facilities in the marina (when entering the facilities in the marina, before consuming food and drinks, when entering common facilities and the toilet)
- limited number of tourists in the common areas of the marina (reception, shop, catering facilities, common facilities, and toilets)
- physical distance when moving through the marina
- unnecessary gatherings of people on the piers is not allowed
- in case of a suspected health problem, guests must inform the charter company

3. Cleaning the vessel

- before handing over the vessel, disinfect all areas of the vessel, especially equipment and places that are frequently touched
- installing disinfectant on the vessel
- regular cleaning and disinfection of air conditioning and ventilation filters

4. Reception

- inform guests before and upon arrival of the safety protocols used by the marina and charter companies and of the general rules for tourists to follow
- adhering to the scheduled check-in-time and maintaining physical distancing
- Internet or contactless payment

Marinas

1. General rules for employees

- inform and train employees on the implementation of procedures for the protection of employees and tourists and the procedures in case of an infection of employees or tourists
- physical distancing (especially employees in contact with tourists, but also including sailors, security guards, servers)
- wearing protective masks
- body temperature check at the beginning of a work shift
- disinfect hands as often as possible, even when hands are not visibly dirty, and wash and disinfect hands when they are visibly dirty, and disinfect work surfaces several times a day
- limit the number of people in a closed space

2. General rules for tourists

- wear protective masks in all common areas of the marina (reception and in catering facilities until seated at the table)
- disinfect hands (when entering the facility, before consuming food and drinks, when entering common facilities and sanitary facilities for tourists)
- limited number of tourists in the common areas of a facility (reception, shops, catering facilities, common facilities, and sanitary facilities for tourists at the berth)
- physical distancing

3. Cleaning

- regular disinfection of the premises and equipment with which tourists and employees are in contact
- disinfectants will be installed at the entrance to the facility, at the entrance to common facilities, at the entrance to catering facilities and the sanitary facility for tourists at the berth
- regular airing of all spaces
- use disposable materials (paper towels) in sanitary facilities
- regular cleaning and disinfection of air conditioning filters, ventilation, and heating

4. Reception

- inform guests of the possibility of an online check-in service and encourage them to use it
- installation of a protective barrier at the reception desk
- announce check-out in advance so that an invoice can be prepared to keep the waiting time at reception as short as possible
- internet or contactless payment

5. Recommendations for serving guests

- serving in accordance with the current recommendations of the Croatian Institute of Public Health
- removal of menus and price lists from tables, but available on guest's request (options: digital form QR codes or disposable in printed form or plasticized)
- disinfection of tables, menus and price lists after each guest departs
- setting tables and eating utensils in accordance with the current recommendations of the Croatian Institute of Public Health
- space the tables from each other in accordance with the current recommendations of the Croatian Institute of Public Health
- ensure physical distancing between individual groups of visitors in accordance with the current recommendations of the Croatian Institute of Public Health

6. Operation of agencies in a marina (travel agencies, charter companies, rent-a-car, etc.

- organise work in accordance with the measures and procedures prescribed for the work of marina reception areas

Link Website, Stay safe in Croatia: <https://www.safestayincroatia.hr/en>

Link Nautical, Stay safe in Croatia: <https://www.safestayincroatia.hr/en/protocols/nautical>