



## **A guide to the NEW NORMAL for investors in tourism**

**Let's protect our employees and guests**

## Economical and simple hand disinfection



**Tiptree - Touch-Free dispensing system**  
Automatic Sanitiser Dispenser



Prevent + protect  
**EMBERTON**

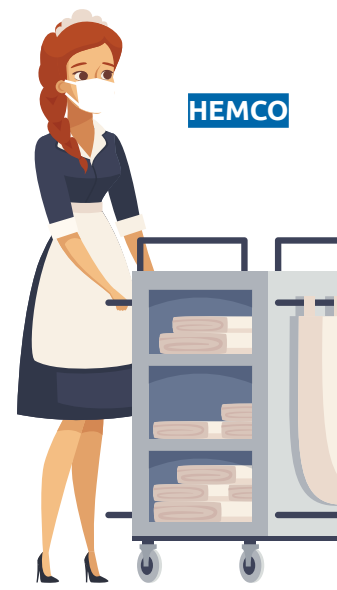
Dispenser Board Stand



Face Visors  
**HEMCO**



Protective masks  
**HESPO HILDING ANDERS**



**HEMCO**

## COMMUNICATION AND UNDERSTANDING

An important part of tourism application for the protection of employees and guests.

WHERE ARE MY GUESTS FROM?  
WHAT IS THEIR OFFICIAL LANGUAGE?

DO THEY UNDERSTAND ENGLISH?  
CAN WE UNDERSTAND EACH OTHER?



### BASIC INFORMATION

Safety, instructions,  
health recommendations

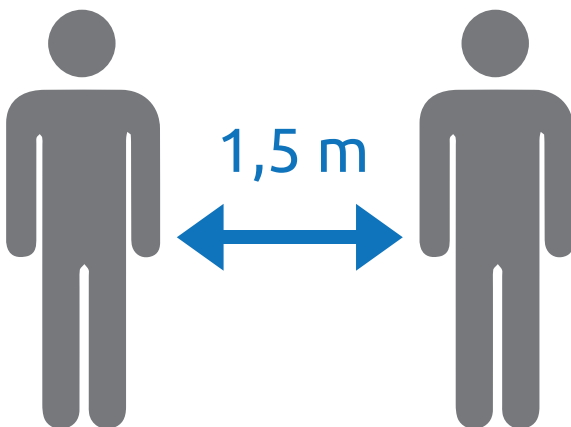
### IMPORTANT!

Written in  
the  
guest's  
language.

### EXTRA INFORMATION = EXTRA REVENUE

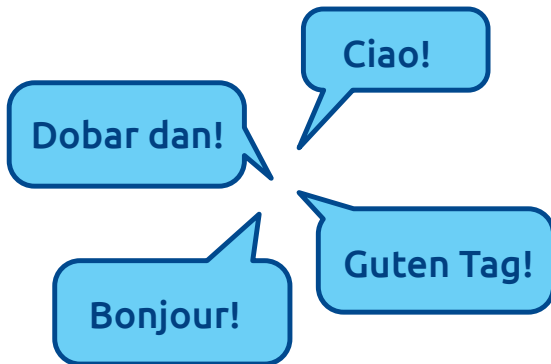


Offer of food, drinks, recreation and entertainment,  
additional offer



	POSEBNA PONUDA	FESTIVAL TREŠANJA		SPECIÁLNI NABÍDKA	TŘEŠŇOVÝ FESTIVAL
	SPECIAL OFFER	CHERRY FESTIVAL		ŠPECIÁLNA PONUKA	ČEREŠŇOVÝ FESTIVAL
	SONDERANGEBOT	KIRSCHFEST		OFERTA SPECJALNA	FESTIVAL WIŚNI
	OFFERTA SPECIALE	FESTIVAL DELLE CILIEGIE		SPECIAL TILBUD	KIRSEBÆRFESTIVAL
	OFFRE SPÉCIALE	FÊTE DES CERISES		SPECIALE AANBIEDING	KERSENFESTIVAL
	OFERTA ESPECIAL	FESTIVAL DE LA CEREZA		ÕPAŠS PIEDÄVÄJUMS	ĶIRŠU SVĒTKI
	POSEBNA PONUDBA	ČEŠNJEV PRAZNIK		SPECIALUS PASIŪLYMAS	VYŠNIŲ FESTIVALIS
	KÜLÖNLEGES AJÁNLAT	CSERESZNYE FESZTIVÁL		OFERTA ESPECIAL	FESTIVAL DA CEREJA

## VERBAL



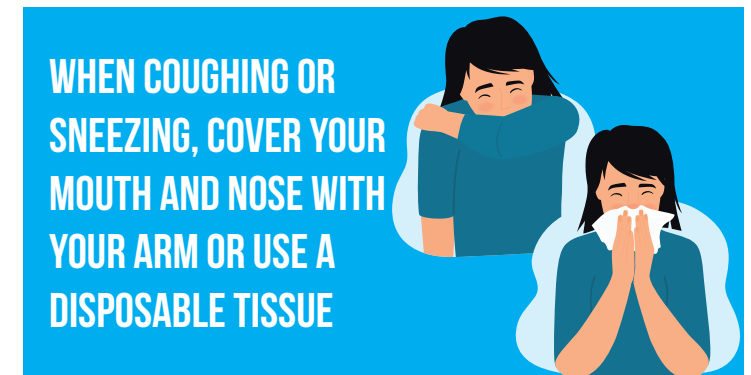
## NON-VERBAL

Signs

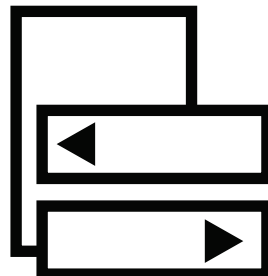


## WRITING

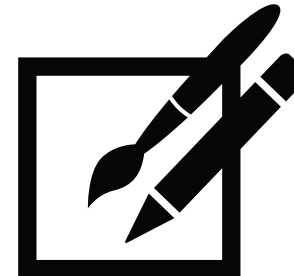
Mini guide  
Signs in the facility  
Online information



Translations  
**LINGUA SOFT**



Signs  
**PREM**



Graphic design  
**INTUO**



Website  
**NIVAGO**



Option 1



Option 2

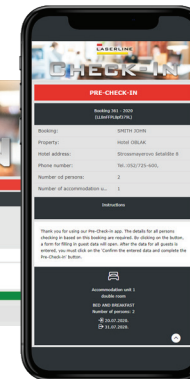
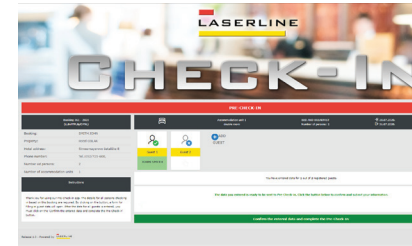


Benefits of the Laser Line \* PRE CHECK-IN module:

- Less crowding at the reception desk
- Faster check-in and shorter queueing time
- Decreased concentration of people at one location – increased social distance – an important factor in light of the current circumstances
- Increased guest satisfaction as soon as arriving at the accommodation facility

## LASERLINE

UPRAVLJANJE INFORMACIJAMA



**1** Booking accommodation

**2** Creating a booking in the Laser Line \*HIS programme

**3** Automated sending of a PRE-CHECK-IN e-mail to the guest who made the booking, containing a link that leads to the main PRE-CHECK-IN web application

**4** Opening the link on a computer or smartphone

- Filling in guest information
- Confirming data

**5** Arrival of guests at the reception desk

- All necessary guest data is already stored in the system
- Check-in is significantly sped up, as it is reduced to confirmation of pre-entered data

## THERMOSCANNER CAME

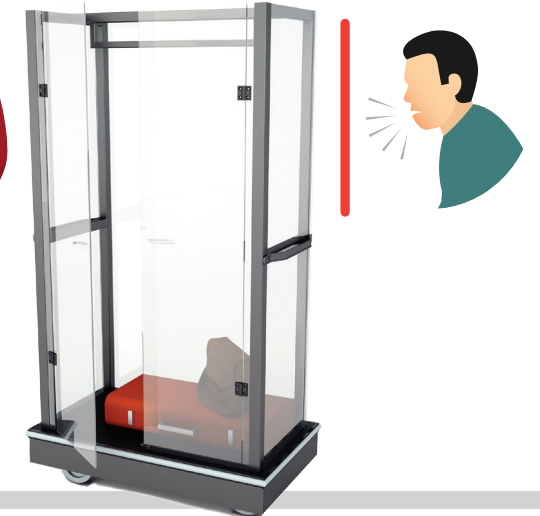


- High temperature warning and mask reminder
- High precision facial temperature measurement and mask recognition
- 7" HD IPS display

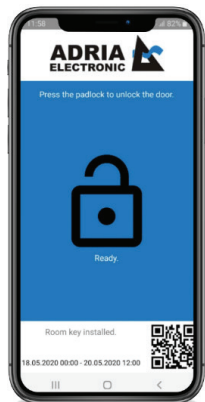
## Disinfection stand MERCURA INDUSTRIES



## Protective luggage trolley MERCURA INDUSTRIES

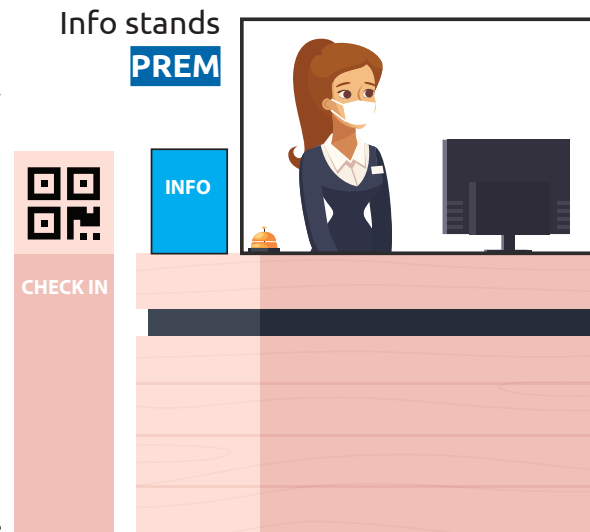


## CHECK - IN

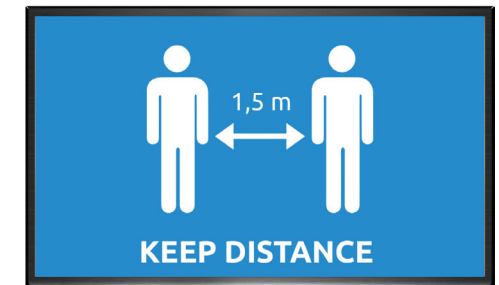


*Option 1*  
Digital key  
Deep Link during booking  
**ADRIA ELECTRONIC**

*Option 2*  
Digital key  
Scanning QR code  
**ADRIA ELECTRONIC**

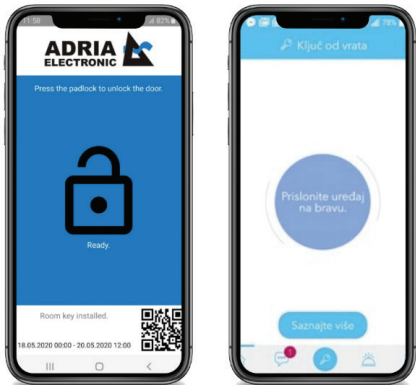


## Protective barrier PREM



Safety instructions  
SMART TV  
**LOCATEL**

Room entry



Digital key  
**ADRIA ELECTRONIC**

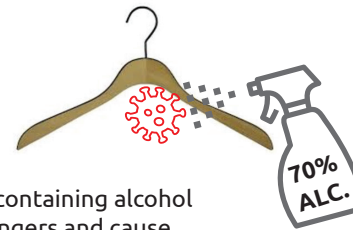
Wardrobe with hangers



Does the virus stay on hangers?

Wooden hangers

Virus remains up to 4 days / 96 hours



Frequent cleaning with a disinfectant containing alcohol can damage the surface of wooden hangers and cause discoloration

**RECOMMENDATION**  
Put wooden hangers aside until the epidemic is over and replace them with rubber-coated metal hangers

Frequent cleaning does not damage the hangers

Leave a message to the guest that the hangers have been disinfected

**MAWA**



Hairdryer

Keep the hairdryer in the wardrobe. Keep it in a cloth bag with label DISINFECTED.



**EMBERTON**

Welcome tray

Use the welcome tray together with the drawer and sticker SAFETY SEALED TEA & COFFEE BAGS



**EMBERTON**

**SAFETY SEALED TEA & COFFEE BAGS**

ENJOY TEA & COFFEE  
Sealed with Protective Drawer & Sticker



Protect linens, towels, cosmetics, etc.



Open trolley in the corridor

- ✗ sneezing
- ✗ coughing
- ✗ touching goods
- ✗ taking goods



Closed trolley in the corridor

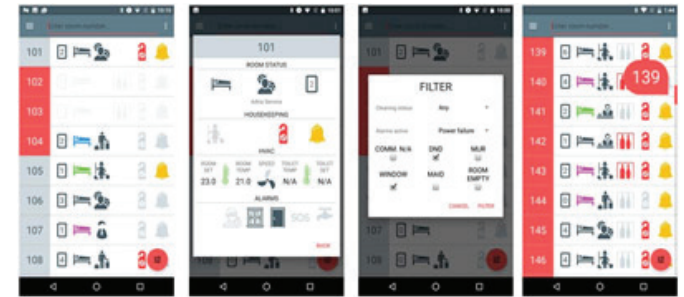
- ✓ fully protected
- ✓ locking lock
- ✓ 100% hygiene
- ✓ adapted to the interior



**MERCURA INDUSTRIES**



Application for housekeeping staff



Current room status

- ✓ dirty/clean
- ✓ occupied/vacant
- ✓ do not disturb
- ✓ DND

Information for the management

- ✓ cleaned room
- ✓ the time that housekeeping staff spent in the room

**ADRIA ELECTRONIC**





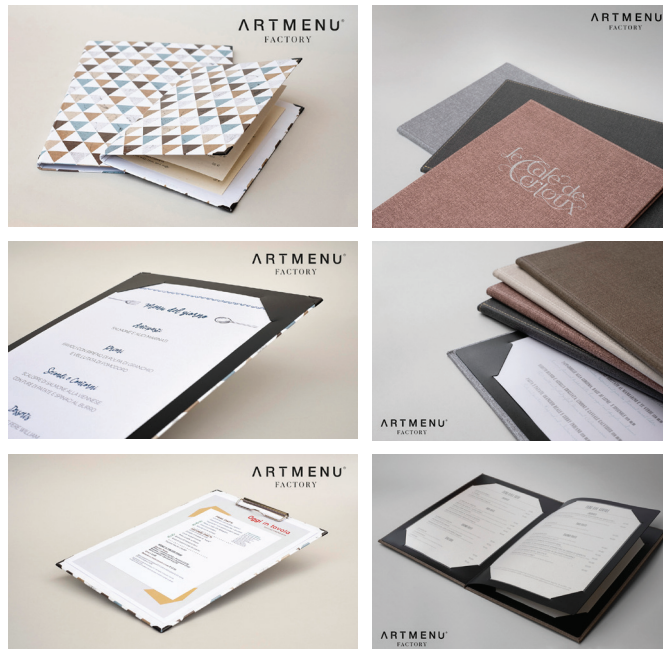
## Antibacterial menu covers

### Laminate cardboard

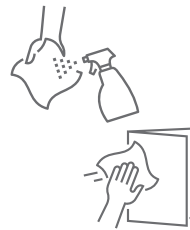
- ✓ Certified antibacterial lamination
- ✓ Protection 99,9%
- ✓ Possibility of daily cleaning

### New certified eco-leather

- ✓ Sterilisation with a disinfectant with up to 75% alcohol
- ✓ Possibility of daily cleaning
- ✓ Different colours and sizes

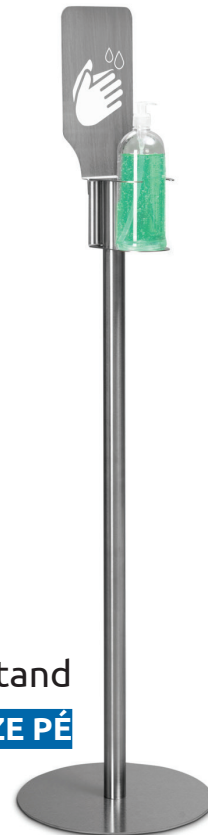


ARTMENU



## Disinfection stand

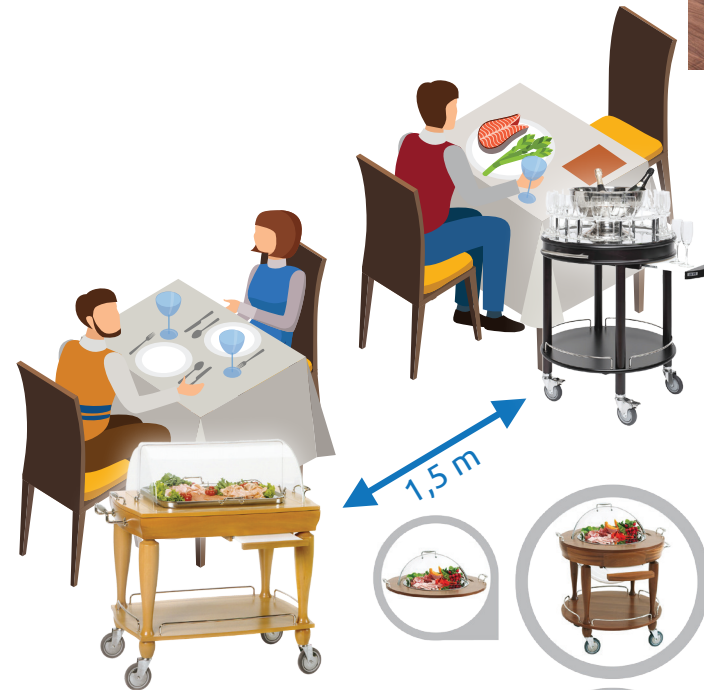
ZE PÉ



## Private mini buffet- next to the table

### Service trolley with different interchangeable trays

- ✓ social distance
- ✓ reduced movement
- ✓ privacy
- ✓ covered food
- ✓ guest satisfaction



ZE PÉ



## Combination

Room service table  
+ Room service mobile cabinet



ZE PÉ

## Room service mobile cabinet

Compact solution, designed to be enjoyed in the hotel room

✓ safe delivery

✓ a lot of space

✓ attractive appearance



Room service table



Food warmer



Room service mobile cabinet



MERCURA INDUSTRIES



MERCURA INDUSTRIES



ZE PÉ



# ZERO

zero touch, zero contact, zero set up ordering

ZERO, our contact-less ordering solution delivers a cloud-based, plug-and-play solution which can be deployed quickly and efficiently to have you ready for a post corona world.

With QR Codes installed across your property in informative areas, guests can view restaurant menus and information, order food, submit housekeeping requests and more – right from their own mobile devices.

Being cloud-based, you don't have to worry about integrations – making for a quick, effective solution.



**BEST OFFER ON THE MARKET!  
MONTHLY SUBSCRIPTION**

All the assurance your guest seek. All the safety that your property deserves.



RESTAURANTS



IN-ROOM DINING

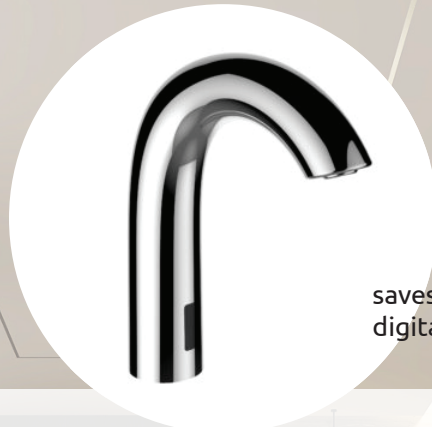


HOUSEKEEPING





**TOUCHLESS**  
Mirror



saves water  
digital bathroom

**CURVETRONIC**  
Sensor tap



**SENSOR**  
Hand dryer



shower toilet  
"BIDET" rinsing and drying  
slow close toilet seat  
Rimless technology

**MULTICLEAN**  
WC



**TOUCHLESS**  
Operating plate



saves and controls water  
contactless rinsing

**LEMA**  
Energy-saving Bluetooth urinal



## AVIR 800

- Ideal solution for mandatory hygiene needs
- Thermometer and thermal camera adaptability
- Compatible with all access control systems

**CAME**





- ✓ privacy
- ✓ social distance



Honolulu gazebo

**CONTRAL**



Samui gazebo

**CONTRAL**





## LG PROFESSIONAL WASHERS AND DRYERS

### Technology and design in the service of health

#### LG laundry – hotel application

**HOTEL LAUNDRY**  
Washing of sheets, towels,  
bedspreads, pillow cases...

**WELLNESS LAUNDRY**  
washing of overcoats and towels

**CLEANERS' LAUNDRY**  
washing of mops, rags...

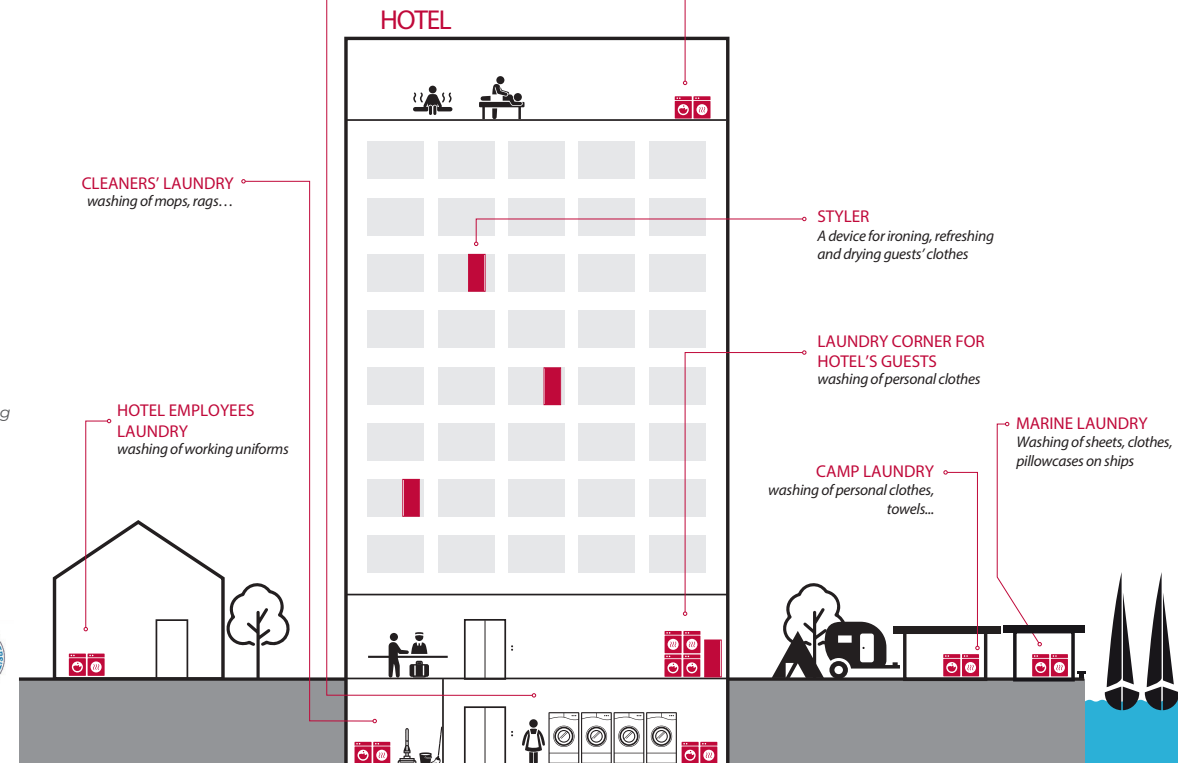
**STYLER**  
A device for ironing, refreshing  
and drying guests' clothes

**LAUNDRY CORNER FOR  
HOTEL'S GUESTS**  
washing of personal clothes

**HOTEL EMPLOYEES  
LAUNDRY**  
washing of working uniforms

**MARINE LAUNDRY**  
Washing of sheets, clothes,  
pillowcases on ships

**CAMP LAUNDRY**  
washing of personal clothes,  
towels...



#### NEW TECHNOLOGIES

Wave force and Auto tub clean programmes with powerful water waves, for maximum cleanliness of the washing machine during washing



#### ANTI-BACTERIAL DESIGN

Antibacterial coats prevent accumulation of bacteria (Staphylococcus aureus, Salmonella, Listeria and other) and mould in the washing machine drum



#### HYGIENE PROGRAMME

Decontaminates laundry during washing



Istraživanje provelo  
Research conducted by  
Pukyong National University







Felt golf

**CITY GOLF EUROPE**



Electric bicycles

**E BIKE**



## Additional sterilisation

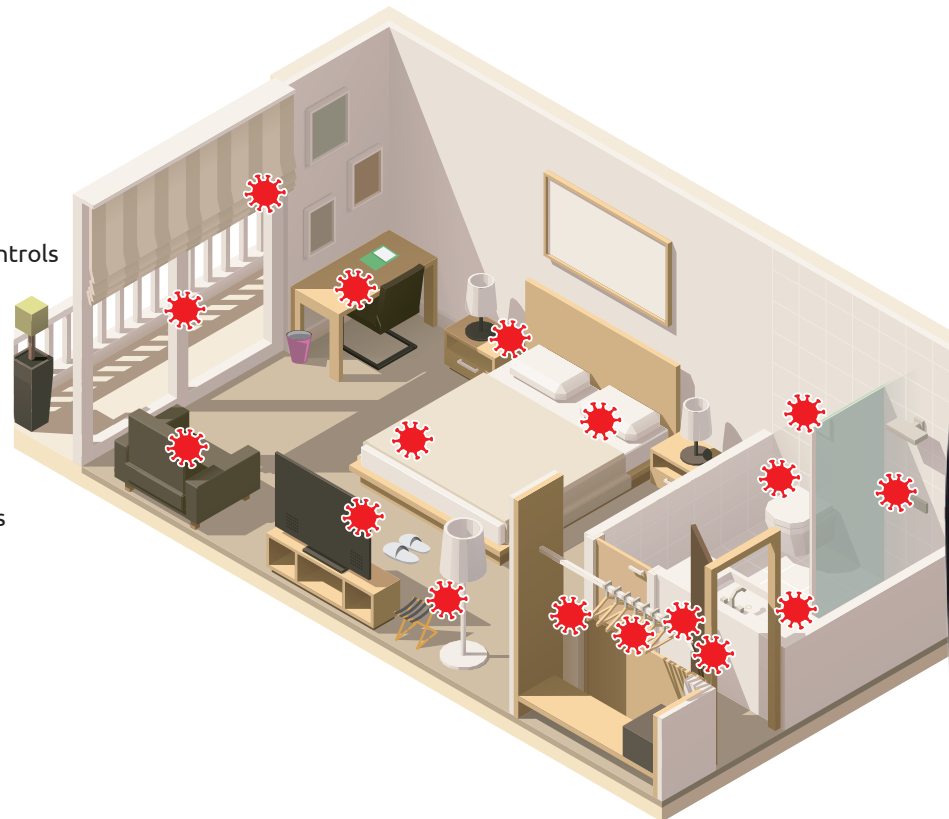
Swanley  
UVC LED Sterilizer Wand  
Powered by 9x UVC & UVA LED to sterilize  
99% of germs, bacteria, and viruses

### Hotel room & bathroom

- door handle
- touch screen, switches
- wardrobe handles
- hangers
- iron set, safe, hair dryer
- curtains, knobs
- nightstands, telephone, remote controls
- bed, linen
- sofa
- table, chair, room directory
- electric kettle, welcome tray
- washbasin, tap, plate, wc
- towel, bathrobes, scale, accessories

Prevent + protect

**EMBERTON**



### Reception



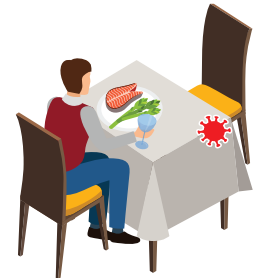
### Lobby



### Bar



### Restaurant



### Wellness



### Back office



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