



We have prepared this document to outline the set of safety and hygiene standards, based on the provisions currently in force and designed to protect the well-being of our guests, business partners and colleagues during the COVID-19 emergency.

CHECK-IN: for guests who have booked, the check-in formalities will be completed online, where possible, in order to reduce contacts and time at the Reception.

Temperature control at the entrance.

The obligation to disinfect hands on arrival will be encouraged by providing disinfectant at the entrance.

We will disinfect the luggage trolleys with a sanitary antibacterial agent every time it is used.

We will provide masks in case the guests have forgotten it.

The staff will wear protective devices, will have hand sanitizer available on the back of the counter and will observe the distance of 2 meters and during check-in and accommodation of guests.

Frequently touched objects will be disinfected regularly, for example keys, telephones, payment terminals, pens, counter and Plexiglas protections.

Touchless payment options and email receipts will be encouraged; payment terminals will be disinfected before and after each transaction.

ROOMS: all staff will wear protective equipment as required by local health guidelines. During the cleaning service, guests cannot stay in the room. The linen used will be entrusted to a professional laundry and specialized in garment hygiene and disinfection.

Frequently touched surfaces will be disinfected regularly, e.g. telephone, remote control, door / window / cupboard handles, toilet seat and drain, taps, shower controls, kettle, light switches, thermostat, hairdryer, minibar door, safe. All the utility items once present in the rooms, such as pens and notes, will still be available but at the request of guests in the reception department.

Whenever a room is cleaned, we will ensure adequate ventilation by opening the windows.

COMMON AREAS: staff will wear protective equipment as required by local health guidelines, our department heads will check the correct use of the equipment; it will be replaced and sanitized when needed.

We will display signs in the common areas to remind guests and visitors to observe the safety distance and hand washing and sanitation. We will sanitize all highly sensitive points, such as telephones, chargers, armrests, tables, handrails, door handles, toilet seat and drain, baby changing tables. In the bathrooms of the common areas, paper towels will be provided to dry your hands and baskets with a lid and pedal control.

BAR / RESTAURANT: staff will wear protective devices as required by local health guidelines. Hand sanitization will be mandatory for all collaborators; hand sanitizer will always be available in the back office. Tables will be adequately spaced from each other and waiters will maintain adequate spacing. Our placemats will be changed after each person gets up; the shelves and armrests of the chairs will be disinfected regularly. We will only provide 'à la carte' service for breakfast, lunch and dinner. No self-service will be offered. Salt and pepper grinders and any other seasoning will be served on request directly by the waiters. We will replace our menus with menus in QR code or plasticized paper so that we can carry out the correct disinfection after each use. We will continue to apply HACCP hygiene standards in all areas of the hotel.

KITCHEN AND OFFICE: our kitchens will continue to be sanitized at regular intervals as dictated by the hotel's cleaning program. The workstations will be positioned in such a way that employees can maintain an adequate safety distance. All our collaborators wear disposable masks, gloves, hair nets and all other safety devices, as required by the HACCP policies and the safety data sheets for cleaning chemicals. All items will be sanitized, cleaned and replaced according to safety standards. We continue to clean and disinfect high-contact key points such as food equipment and surfaces in contact with food, including cutting boards, as dictated by HACCP. Knives and utensils will be sterilized in the dishwasher with an ad hoc program.

ROOM SERVICE: Our waiters will wear suitable safety devices. We will load the online menu into the guest directory. We will try to minimize the presence of staff in the guest rooms, leaving the trays out of the room after knocking and announcing the delivery. All food will be covered during the transportation phase. Mandatory hand disinfection will be carried out before and after the delivery of an order.

WELLNESS CORNER AND SWIMMING POOL: mandatory hand disinfection will be guaranteed with the aid of hand sanitizer dispenser in front of the wellness corner entrance. All the main contact points, such as telephone, remote controls, door and lock handles, water taps, and deckchairs will always be thoroughly sanitized with each use. The used linen will be changed with every use and sent to our professional laundry for washing. We will establish a maximum user capacity and enforce it. Both the whirlpools and the swimming pool will be treated according to local safety standards.

MEETINGS & EVENTS: staff will wear adequate protective devices. Mandatory hand disinfection will be guaranteed with the aid of hand sanitizer dispenser in front of the meeting rooms; hand sanitizer will be available to employees in the back office. For restaurant service see BAR / RESTAURANT. In the rooms we will sanitize all the main contact points, for example telephones, projectors, remote controls, door / wardrobe handles, light switches, covering of recessed electrical outlets, armrests of chairs, flipcharts and markers, etc. Whenever a room is tidied up, we will make sure it is well ventilated. Our staff will wear appropriate protective equipment as required by local health guidelines.

GENERAL RULES: all our collaborators will be educated about the rules on social distance and will receive PPE as indicated by the local health guidelines; the department heads will check the correct use of PPE; PPE must be changed and disinfected as per procedure, our employees are recommended to respect hand hygiene, our changing rooms will be thoroughly disinfected every day during the night shift. We are displaying clear signs, posted in clearly visible areas, including notice boards, to continually remind employees to comply with the strict hygiene and safety protocol.

DELIVERY AND RECEPTION OF GOODS: We will continue to respect hygiene standards, as well as guidelines for social distancing. Goods reception: In line with HACCP standards. In our loading area there are disinfectants for use by both staff and suppliers. The goods reception area and our loading area will be cleaned and disinfected at regular intervals. Cleaning of delivered goods and trolleys: Proper cleaning and disinfection will be applied before and after each delivery. Food packaging will be sanitized with appropriate detergents before being brought into refrigerators and / or freezers; where possible the outer packaging will be removed upon unloading. Our waste collection is scheduled so that it does not coincide with the delivery of linen and food.

GUEST LAUNDRY SERVICE All employees will wear disposable masks and gloves during the various washing and ironing processes of guests' dirty laundry. At the time of recovery / delivery of the guest items, the collaborators will wear PPE in the common areas, as required by the health guidelines. Washing programs: We continue to operate with different washing programs for each type of linen, using sanitizing products.