

Information on measures to prevent and contain the spread of COVID-19

*In order to protect people's health within accommodation facilities, and guarantee the safety of the environment, we inform you that we have taken some precautionary measures, as required by current regulations. In implementation of these measures, we inform you that **entry is not allowed:***

- *if you tested positive for Covid-19 or are in the period of an enforced quarantine;*
- *if you have been in contact with a case of Covid-19 in the last 14 days, or if you are coming from WHO designated risk areas;*
- *if you have a temperature (above 37.5°C) or other flu symptoms.*
- *If these symptoms start after entering the facility, you must promptly inform the company manager, taking care to stay at an appropriate distance from other people, and notify your doctor and the health authority.*
- *By entering the facility, you undertake to comply with all the provisions of the Authorities and the rules of the company, and in particular to keep social distancing, wear a face mask when necessary and observe correct hygiene behaviour.*

Rules for hotel guests

- *Guests are required to send all the necessary information for check-in before arrival, for groups the complete rooming list and the group leader's document. It is also possible to fill in the online check-in form.*
- *Guests must always wear a mask at the reception and in the closed common areas and respect the interpersonal distance of at least 1 meter.*
- *Guests don't have to wear a mask every time they are seated at the table for a drink in the bar or in the breakfast room.*
- *Alcohol-based disinfectant gel dispensers are available in all common areas: hall, breakfast room, bar, common bathrooms, at the lift entrance on each floor.*
- *All guests are invited to use the disinfectant gel and to respect the rule of social distancing*
- *Masks, disposable gloves and surface disinfectant, where possible, are available to customers who request them, for a fee.*
- *The payment of the stay must be made by the evening before departure.*

General measures taken for the hygiene.

- *Frequent ventilation of common spaces and rooms, possibly with natural air exchange.*
- *Cleaning of all the surfaces, with particular attention to the contact surfaces, with soap and water based detergents.*
- *Disinfection with disinfectants based on sodium hypochlorite diluted 0.1%, alcohol 70% concentration, hydrogen peroxide 0.5%.*

Reception and Hall

- *The reception desk is equipped with protective screens.*
- *Newspapers, magazines and information material has been removed.*
- *The floors and furnishings are washed and disinfected twice a day, and in any case with frequency appropriate to the influx of guests.*
- *Push-button panels, handles and other surfaces in frequent contact with guests are cleaned whenever use requires it.*
- *Each object supplied to the guest is disinfected before delivery.*

Breakfast room and bar

- *Buffet and food preparation workers wear masks and gloves.*
- *The tables are arranged so as to ensure that at least 1 meter of separation is maintained between customers.*
- *The cleaning and disinfection of the tables, the replacement of the placemats are scheduled between one customer and another.*
- *All furnishings and floors are washed and disinfected after each breakfast service.*
- *Plates, cups and cutlery are washed and disinfected in the dishwasher, at a temperature of at least 60 °.*
- *Placemats are washed with specific detergents, with the addition of common disinfectants.*
- *Consumption at the bar is allowed only if the interpersonal distance of at least 1 meter between customers and between customers and staff can be ensured.*
- *The buffet with adequately protected exposed foods is served by dedicated staff wearing disposable masks and gloves. Customers cannot access the buffet. Self-service mode can be allowed for single-dose packaged products.*
- *The buffet will be reduced compared to our standard, savory products may not be available.*

Common bathrooms

- *Guests should preferably use the bathroom in their room.*
- *Floors, sanitary ware and all accessories are washed and disinfected twice a day, and in any case with frequency appropriate to the influx of guests.*

Elevators

- *Access is allowed to individuals or families or to guests who share the same room.*
- *The interiors are cleaned and disinfected twice a day with particular attention to the push-button panels, and in any case with frequency appropriate to the influx of guests.*
- *The carpet floor is replaced daily with another washed and disinfected.*

Rooms

- *We have removed unnecessary paper material and accessories.*
- *Normal cleaning of all surfaces is carried out, with particular attention to those with the greatest contact.*
- *At the end of the stay, all surfaces are disinfected with particular attention to those with the greatest contact.*

Safety procedures for our staff

- *The hotel management informed all staff about the measures to be taken to protect their own health and the others one's:*
- *All the members of our staff take their body temperature before going into service. If this is higher than 37.5 ° they do not take service.*
- *All staff observe the rules of hand hygiene with frequent cleaning of the same with soap and water or with the use of alcohol-based disinfectant gels.*
- *All our staff members wear protective masks and disposable gloves (if necessary) during interpersonal contacts with guests, colleagues and suppliers, and do everything possible to maintain a minimum distance of 1 meter.*
- *The staff responsible for cleaning and maintenance of the rooms and common areas wear protective masks, disposable gloves and suitable footwear.*
- *The workspaces of our staff, in the front office and in the back office, (for example computers, copiers, telephones, cleaning trolleys, vacuum cleaners, laundry shelves and machinery) are regularly disinfected.*