



Our safeguard is your safety Safe Hospitality

No to gatherings, the availability of large open spaces are the guarantee for a harmonious and safe stay

Social distancing and hygiene measures

Access must be contingent, customers must always have masks with them, while hand sanitizers and disposable tissues are available at various points of the structure. All staff have disposable masks and gloves and all furnishings and rooms are sanitized daily. Social distancing measures, hand cleaning and respiratory hygiene: these are the main measures to prevent the transmission of Covid-19. Although it is probable that guests are already familiar with these measures, a handbook is still available as a form of hospitality and care for their health. - Social estrangement includes refraining from hugging, kissing or shaking hands with guests and staff. He plans to keep a distance of at least one meter and avoid anyone who coughs or sneezes. - Hand hygiene involves regular and thorough cleaning with an alcohol-based product or soap and water. You should also avoid touching the eyes, nose and mouth. Hand disinfection is indicated after exchanging items (money, credit cards) with guests. - Respiratory hygiene involves covering the mouth and nose with an elbow or a folded handkerchief when coughing or sneezing. The used tissue must be immediately disposed of in a container with a lid. Monitoring of guests who may be sick: in compliance with the legislation on the protection of personal data and the right to privacy, we reserve the right to monitor potentially sick guests present in the structure.

Cleaning and Disinfection

Cleaning and disinfection: Despite having a strong point in hygiene and cleaning even before the emergency, we have enhanced this aspect. Special attention is paid to cleaning and disinfection of common areas. In particular, we focused on the sanitation of objects that are frequently touched, such as handles, buttons, handrails, switches, door handles, etc. - Whenever possible, we only use disposable cleaning materials. Eliminating any tool made of cloths and absorbent materials. - The laundry is put in special bags for the laundry and handled with care to avoid the raising of the dust and the potential contamination of the surrounding surfaces or people. - The cleaning staff is aware of the use of PPE and hand hygiene immediately after removing the personal protective equipment and at the end of the cleaning and disinfection work. Room sanitization: In the room all surfaces, including remote controls and thermostat, are sanitized using products with sodium hypochlorite or alcohol. We invite guests to store their products in their personal beauty case - All rooms and common areas are ventilated daily.

Reception and first reception

Information and communication: the reception staff are sufficiently informed about Covid-19, so that they can safely perform their duties and avoid the potential spread of the infection within the facility. The list of prevention measures and telephone numbers of the health authorities, medical centers, public and private hospitals and assistance centers are available at the reception and in the rooms, to be used whenever there is a suspicion that a guest has been infected or otherwise useful to counter the emergency.

Technical and maintenance services

Dishwashers and laundry equipment: constant control of the correct functioning of the equipment for washing dishes and laundry, in particular temperatures, as well as the dosage of chemical products for cleaning and disinfection. Air conditioning: although Covid-19 does not seem to be transmitted by air, but from person to person through the famous small droplets produced by the nose and mouth when an infected person coughs or breathes, we pay particular attention to monitoring the conditions of the properly

sanitized filters and maintaining the correct rate of exchange of indoor air. Also the proper functioning of ventilation and air exchange Dispenser: regular checks are carried out to guarantee the functioning of the disinfectant solution dispensers

Breakfast room

Information and communication: Guests are reminded to disinfect their hands with disinfectant gel when entering and leaving breakfast Buffet: The buffet is suspended, guests should avoid handling food. Breakfast is served at the table with everything you need within reach of each guest. All foods are packaged in single-dose packages or in special closed containers Washing dishes, cutlery and table linen: dishes and cutlery are washed, disinfected and dried in the dishwasher, including items that have not been used, as they may have been in contact with guests' hands. If for any reason manual washing is necessary, the usual procedures are followed (washing, disinfection, rinsing), adopting the maximum level of precautions; in this case drying is carried out with clean towels and immediately stored. Tablecloths and napkins are disposable. Table service: The arrangement of guests at the table is arranged so that the safety distance is respected also with the help of special dividing panels

Providers

Suppliers of goods and services: Contractors and suppliers of goods and services that come into contact with the hotel must use all the safety precautions and systems for preventing the spread of Covid-19, and never come in contact with guests