

“SAFE WELCOME” PROTOCOL

Measures taken at the hotel to prevent the spread of the SARS-CoV-2 virus

To guarantee a peaceful stay and to protect you and all our staff, we have adopted the following safety standards.

General measures

- All our collaborators are subjected to body temperature checks before the start of their work shift.
- We ask our guests not to start their journey if they are still in quarantine on the day of departure, to arrive with disposable surgical masks or with high temperature washable fabric masks to be used in our common areas and to bring your own hand sanitizing gel as well as disposable handkerchiefs that can also be used outside the facility.
- Upon arrival and before spa treatments and wellness treatments, body temperature is checked using an infrared thermometer.
- Automatic stands have been installed at various points of the structure for the distribution of hand sanitizing gel.
- The whole team of the housekeeping department has been properly trained to perform a correct sanitation of the common areas and sleeping rooms.
- In carrying out their duties, the whole team is equipped with personal protective equipment (disposable masks, disposable gloves where requested and a protective Plexiglas screen for the reception staff).
- At the reception and in the common areas there is an obligation to respect the interpersonal safety distance of at least 1 metre. We have facilitated the distancing to be respected by installing special lines on the floor in some areas.
- We ask each guest to wear respiratory protection in all the common areas of the hotel and in cases where it is not possible to respect the distance of 1 metre dictated by the rules of social distancing.
- Guests not belonging to the same family and staff are asked to avoid any type of physical contact (handshakes, kisses and hugs).
- Guests are asked not to create gatherings within the common areas and to reduce their time spent inside the reception area..
- Everything that is provided for use by the hotel is sanitized before and after each use.
- At the end of each work shift, the hotel staff sanitize the workstation and equipment. In addition, the change of uniforms is carried out daily in order to guarantee maximum hygiene.

- Elevator access is allowed at the same time for guests staying in the same room.
- A corporate Covid committee has been set up within the structure, to ensure that all procedures and rules are in place to protect the safety of guests and staff.
- To avoid creating waiting lines at the reception, we have adopted the following check-in system:
 - we request our guests, before arrival, to send all the information necessary for registration, together with a copy of the identity document that will be shown upon arrival;
 - we have automated payment systems and use sanitized electronic room keys ready for delivery to the guest;
 - we have virtual concierge information systems, so as to minimize the opportunities for contact with the reception staff.
- Upon check-in, guests are provided with a mini directory containing the most important information about the property.

Clean rooms and common areas

The daily sanitation of common areas and rooms is carried out by our highly qualified and trained cleaning staff.

- Cleaning and sanitization are processes that we carry out separately to ensure maximum hygiene.
- The cleaning staff is equipped with personal protective equipment (disposable gloves and surgical masks).
- The cleaning trolley is kept in spaces that are not accessible to guests and collaborators outside the housekeeping staff.
- All rooms are aired out when the cleaning staff enter.
- If the guest finds cleaning staff inside their room, they must wait for the cleaning and sanitization process to be completed before entering.
- The guest is entitled to request that the rooms are not cleaned during the duration of the stay.
- All surfaces are treated with appropriate sanitizing solutions. Particular attention is paid to critical points, such as handles, grab bars and push-button panels.
- The head of the housekeeping department guarantees that the cleaning and sanitizing processes of the rooms and common areas are carried out in a complete and professional manner.
- The air conditioning systems are sanitized according to the instructions provided by the manufacturer.
- The rooms are sanitized through the use of ozone upon the departure of each guest in full compliance with the procedures provided to protect the health of all our guests.

Serving of food and drink

The dining room and kitchen staff have been trained on the safety standards to be respected, in order to guarantee service based on maximum safety.

- The tables in the hall are spaced at least 1 metre apart so that there is no contact between guests of the different rooms.
- Tablecloths are replaced at each change of guest and the table is sanitized after each service.
- At breakfast, lunch and dinner, buffet service is guaranteed by marking social distancing points on the floor. Please remember to wear a mask to move from your table to the buffet and vice versa.
- Table service is with a trolley.
- The menu available to guests is disposable or can be consulted via QR Code and also includes a selection of wines. The sommelier is available to recommend wines that do not appear on the list.
- The dining room, tables, chairs and other surfaces subject to contact are sanitized daily.
- The dining room and kitchen staff are equipped with personal protective equipment required by the current regulations.

Wellness centre / Treatment department / Thermal pools

- Beauty treatments, massages and mud-balneotherapy treatments are performed by appointment.
- All treatments are performed respecting the rules of interpersonal protection. The staff is equipped with surgical masks and disposable gloves..
- Inside the wellness centre, the treatment department and in the swimming pool area there are hand disinfection stations available for guests.
- The thermal pools are usable, the entrance is limited and respect for social distancing is required. The loungers at the indoor pool are not assigned; they are positioned in such a way as to guarantee correct social distancing and are regularly sanitized. An additional kit for sanitization is made available to guests.
- The saunas and Turkish bath are usable with admission by booking at the reception.

Symptomatic cases

If a guest inside the facility should experience symptoms attributable to the Covid-19 infection (fever, breathing difficulties), they must promptly notify the hotel management staff, who will inform the competent health authorities.

To reduce the risk of infection, the guest will be invited to wait for the arrival of the health authorities inside their room or in an isolated environment.

• A “protective kit” is available at the reception for both the guest and the person providing assistance in case of suspected symptoms of Covid-19. The above kit consists of:

- disposable masks with FFP2 filter;
- face protection screen;
- disposable gloves;
- disposable protective apron;
- full-body long-sleeved jumpsuit;
- disinfectant and / or germicidal wipes for cleaning surfaces;
- disposable bag for waste with risk of contamination.

This document is subject to changes and / or implementations relating to the developments of the state of emergency and any decrees and orders issued at a national and regional level.