



## "SAFE WELCOME" PROTOCOL

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

To protect your health and ours, we have adopted preventive measures to guarantee you a stay dedicated to total safety.

### General measures

- All our collaborators have their temperature checked before the start of their work shift.
- We ask each guest to sign a self-declaration upon arrival, which certifies the absence of symptoms resulting from respiratory infection and not to have a body temperature above 37.5 ° C.
- Automatic stands have been installed in various points of the structure at the disposal of guests and staff, for the distribution of hand sanitizing gel and disposable gloves.
- 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 and a protective Plexiglas screen for the reception staff).
- At the reception desk 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 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, hugs and kisses).
- 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, their uniformed are changed daily in order to guarantee maximum hygiene.
- Disposable masks are available at the reception for € 0.50.
- Elevator access is allowed at the same time for guests staying in the same room.



- A Covid-19 manager has been appointed within the structure to ensure that all procedures and rules are guaranteed 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 to send all the information necessary for registration before arrival, together with a copy of the identity document that will be shown upon arrival;
  - we have sanitized 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.

#### **Cleaning of 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 processes are carried out separately to ensure maximum hygiene.
- The cleaning staff is equipped with personal protective equipment (disposable gloves and surgical masks).
- 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.
- Any guest is entitled to request that their room is not cleaned during the duration of their 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.



### 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.
- Buffet service is temporarily suspended and substituted with table service. We have created a varied a la carte menu to guarantee a splendid start to your day.
- The menu available to guests is disposable or can be accessed through a QR code and includes a selection of wines. The sommelier is available to recommend wines that do not appear on the list.
- The dining room staff change their work uniform every day.
- Room, tables, chairs and other surfaces subject to contact are sanitized daily.
- The dining room and kitchen staff are equipped with personal protective equipment.

### Wellness centre / Treatment area/ Thermal pools

- Beauty treatments, massages and mud-balneotherapy treatments are performed by appointment.
- All treatments are performed respecting the rules of interpersonal protection.
- 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 accessible and their entrance is limited. The sunbeds present are positioned to guarantee social distancing.
- Saunas and the thermal cave are currently not usable until further assessments and guidelines are issued by health authorities.
- Inhalation room, aerosol treatments and nasal shower areas are accessible to a maximum of two people at a time.



### 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 area.

• 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.