

# INFO COVID 19



## CHECK-IN

### **Upon arrival is the guest's body temperature measured?**

Body temperature measurement is expected upon arrival, and the manager can prevent access in the event of a temperature  $> 37.5^{\circ}$  C.

### **Is online check-in available?**

Yes, you can check in online. If interested, you can request information from the reception staff.

### **Do I have to observe special rules inside the hotel?**

Anti-COVID defense is based on three simple basic principles:

- 1) use of the mask;
- 2) personal hygiene;
- 3) spacing of at least one meter

### **Is body temperature measurement expected for facility employees?**

Yes, body temperature is measured for all employees every time they enter the hotel.

# INFO COVID 19



## RESTAURANT

### **Is body temperature measurement required to access restaurants?**

No, there is no measurement of guests' body temperature, even if the operator is entitled to do so, preventing access in the event of temperatures > 37.5 ° C.

### **Do I have to wear a mask inside the restaurant?**

Inside the restaurant, customers must wear a mask when they are not sitting at the table.

### **Are there disinfectant products at the entrance to the restaurant?**

Yes, there are sanitizing products for customers and staff, especially at the entrance and near the toilets.

### **Is it possible to book the meal?**

Yes, reservations are required, given that there cannot be more customers inside the restaurant than there are seats, with the necessary distances.

### **How far are the tables positioned?**

The tables are arranged in such a way that the seats guarantee interpersonal distancing, with the exception of people who are not subject to them according to the provisions in force (this last aspect pertains to individual responsibility).

### **Is buffet consumption allowed, for example for breakfast?**

Buffet consumption is not allowed. Guests will indicate their preferences to the waiter and will be served at the table. Room service can also be booked for breakfast.

### **How are the menus consulted?**

It will be possible to download an App that will allow guests to choose the dishes on the menu.

# INFO COVID 19



## FACE MASK AND GLOVES

### **Do I have to wear a mask during the holiday?**

Guests must always use the mask when they are outside the housing unit and always when it is not possible to guarantee the interpersonal distance of at least one meter (except for those belonging to the same family).

### **Do I have to wear disposable gloves while on vacation?**

Wide availability and accessibility to hand hygiene systems with hydro-alcoholic solutions in various locations within the structure is guaranteed, and frequent use by guests and staff is promoted. The use of disposable gloves is therefore not mandatory.

### **Should the staff inside the hotel wear a mask?**

The staff is required to use the mask always when they are in the presence of guests and, in any case, in all circumstances in which it is not possible to guarantee the interpersonal distance of at least one meter.

# INFO COVID 19



## HOTEL ROOMS

### **How are hotel rooms sanitized?**

Our staff sanitize the room at each guest change with the use of certified cleaning products or other physical means such as steam. The exchange of natural air is also guaranteed.



## RESTROOMS

### **How are restrooms to be used and how are they sanitized?**

Dispensers are available in the restrooms with sanitizing hydro-alcoholic solutions for hand hygiene. The constant sanitization of surfaces, contact parts and sanitary fixtures carried out by our staff guarantees the safety of users. We advise you to use the bathrooms in the common areas only if the use of the bathroom is not possible.