



## "SAFE WELCOME" PROTOCOL

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

Discover the measures that we have adopted to protect the health of all our guests and staff, dedicated to maximum safety and exclusive privacy.

### **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 apartments.
- In carrying out their duties, the whole team is equipped with personal protective equipment (disposable masks and disposable gloves).
- Within the common areas there is an obligation to respect the interpersonal safety distance of at least 1 metre.
- 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.
- Everything that is provided for use by the facility is sanitized before and after each use.
- Disposable one-time use masks are available for € 0.50.
- Elevator access is allowed at the same time for guests staying in the same apartment.
- 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 waiting times at check-in, we have adopted the following 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 check-in;
  - we use sanitized keys ready for use by the guest upon arrival;
  - we have virtual concierge information systems, so as to minimize the opportunities for contact with the reception staff.

### **Cleaning of rooms and common areas**

The daily sanitation of common areas and luxury apartments 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).
- The cleaning trolley is kept in spaces that are not accessible to guests and staff outside the housekeeping staff.
- All luxury apartments are aired out when the cleaning staff enter.
- If the guest finds cleaning staff inside their luxury apartment, they must wait for the cleaning and sanitization process to be completed before entering.
- Any guest is entitled to request that their luxury apartment is not cleaned during the duration of their stay.
- 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.
- 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 air conditioning systems are sanitized according to the instructions provided by the manufacturer.
- We use a special germicidal infrared stick on all surfaces.



### **Serving of food and drink**

Upon request, fresh bread and croissants can be delivered to the apartments in total safety.

### **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 luxury apartment 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.