

Hygiene and safety procedures

WHAT TO KNOW, WHAT TO DO

Our greatest wish is to offer you a beautiful relaxing and beneficial stay.

For this reason we have taken all precautions to ensure you a holiday in complete safety.

Herewith the fundamental information for your holiday. We kindly ask you to read them carefully.

For any doubt, you can contact the management.

YOUR STAY

Arrival

At the check-in we will check your body temperature using a digital infrared thermometer.

The room: sanitized and safe

In addition to the scrupulous cleaning operations that have always been provided according to our high standards, your room will be available only after a complete sanitation. Our staff can enter only with clean gloves and mask.

The safety distance

- We ask you to respect in each common area the safety distance of minimum 1 meter from the other guests if these are not sharing the room with you.
- Do not hesitate to speak to our staff, but keep always the safety distance.
- For information at the various areas (reception, bar, spa), always keep a distance of 1 meter. The staff will be equipped with mask.

Personal hygiene

Maintain perfect hand hygiene by washing your hands often and for a long time with soap and water, always use the sanitizing gel dispensers that you will find inside the hotel, the Spa and the bar. Avoid touching your eyes, nose and mouth with your hands.

Individual protective equipment

- By the pool, at the restaurant and at the bar you can remove the mask but always keeping the safety distance. Take always the place assigned by our staff.
- At the restaurant and bar, please sit at your table waiting to be served. Enjoy the relaxation and service of our waiters.
- However, we recommend you to wear always the mask even if it is not mandatory, it is a good habit.
- Do not leave the masks or the used tissues in the common areas.
- When you take off your mask, never put it on tables or chairs, but put it in your bag or pocket.

All these precautions have been taken to protect your safety, the safety of the other guests and the one for the hotel staff.

We must inform you that non-compliant behaviors damaging the right to health of other guests and of our staff are not tolerated.

Those who do not respect these simple rules of cohabitation violate the law imposed by the Italian Government. The violators will be then immediately be reported to the competent authority.

To protect your safety, we have modified some of our services and created new ones.

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More space for each guest and for everyone's serenity.

Therefore, we have modified our commercial policies, by reducing significantly the number of guests in the hotel, in order to assure to everyone more space to move around in the park, swimming pools, spa, restaurants and common areas.

A lot of attention, an even more personalized service and wider spaces for each guest: this allows us to guarantee you a holiday of health and well-being in all serenity and safety.

All this is possible thanks to your cooperation and the one of the other guests..

RULES OF CONDUCT

At the Spa

- If required, masks are available to guests at the reception. Wear them for your safety, for the safety of other guests and hotel staff.
- The Spa is sanitized every day during public closing hours; in addition to the usual cleaning procedures.

Kitchen, Bar, Restaurant

- All our staff in contact with food wears gloves and masks during the processing steps, and food is stored in absolute and strict compliance with health and hygiene regulations.
- During the meals, including breakfast, the waiters will serve you directly respecting a sufficient space in order to guarantee the safety distance.
- We don't want to give up the traditional moments of conviviality: the aperitif, the musical evenings, the wine tasting are pleasures that we will always offer to you; we just ask you to sit down and relax, enjoying your holiday.

Public areas

- Whenever the weather will allow it, for conviviality moments at the bar or at breakfast, we will always prefer using our garden and the wide areas outdoor.
- In the spaces around the swimming pools and the whirlpool, in the waiting rooms, in the Spa, in the restaurant, in the outdoor areas, the deckchairs, tables and seats have already been arranged to ensure privacy and the correct safety distance.

THE HEALTH DURING THE STAY

If you experience one of the following symptoms while you are in your room: cough, difficulty in breathing, fever

- isolate yourself immediately in your room and inform the reception; the person sharing the room with you must remain in the room keeping the safety distance.
- if the person traveling with you is not in your room at the moment, tell him/her to inform someone of the staff immediately. If you are unable to reach him/her by phone, notify the reception immediately, we will contact him/her and take care of both.
- put on immediately the mask
- avoid the contact with other people
- open the window
- turn off the air conditioning

The staff will be always by your side to give you assistance and to protect you.
For any doubts check the signs exposed inside the hotel and ask the staff for information.
We are all at your disposal to assure you a safe and relaxing stay.

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