



SAFE IS BETTER



BATANI  
*Select Hotels*

We all look forward to the holidays! Since we know how much they are worth to you we are doing our best with energy and passion. This is our idea of hospitality: we call it "B-touch", the special touch signed Batani.

The philosophy that distinguishes our hospitality is based on the personalization of all facilities and special attention to details. Today, more than ever, this touch is even more important: our staff follows precise procedures to guarantee the safety, safeguarding of the health and well-being of our guests.  
As always, more than ever.

Our large and well-kept indoor and outdoor spaces are the right place to ensure plenty of space. We ask you to do it together, collaboration is always the winning solution.

In this way your holiday will be cozy and unforgettable as always. This is the perfect way to come back to this lucky land: Romagna.



• PROTECTION

*We can help you to respect yourself and other people offering a defense kit to put in practice simple procedures useful to minimize any risk.*



• DISTANCE

*We are not afraid of distance, it can help us to return to our normal life as soon as possible.*



• BEHAVIOUR

*We only have one goal: we want to guarantee you a wonderful and safe holiday. The disinfection procedures we use to clean our hotels have always respected high quality standards. Now we are adopting a complete protocol that follows the guide lines dictated by WHO.*



• COOPERATION

*Cooperation is the key to success! Together we can achieve every goal! We will do our best to make your holidays as clear as possible, but your help is important. Following the correct rules of conduct you make the difference for you and for the other guests.*

## AT THE RECEPTION

*Our receptionists will welcome you smiling as usual, but they will be equipped with protective devices and won't be able to shake your hands.*



At the reception and in the other common areas it is always mandatory to respect the interpersonal distance of at least 1 meter between one person and another. To facilitate this practice we encourage the online check-in, also to avoid any queue. Check-in and check-out operations will be scheduled.



Room keys will be disinfected and given safely to guests upon arrival: we suggest you to keep them for the whole duration of your stay and to return them only at the departure.

At the entrance of the hotel and in all the common areas you will find hand sanitizers. The common areas will be cleaned and sanitized much more frequently with special attention to the most touched objects. This activity will be carried out with the help of sanitizing products suitable for any type of surface or fabric.

Protective kits can be purchased at the reception desk.

## ELEVATORS

*When using lifts interpersonal distance must always be respected.*

*We recommend entering the lift alone or only with your family.*

*The distance can be waived in case of people of the same family or people sharing the same room. In all other cases masks are recommended.*



In front of each lift you will find sanitizing hand gel dispensers. However, the elevator buttons will be cleaned really frequently..

## IN YOUR ROOM

*From years we have guaranteed a rigorous quality system thanks to rules*

**and working methods to ensure the highest level of hygiene: every hotel activity is based on strict cleaning procedures.**



During the cleaning we ask our guests to stay outside the room. The staff in charge of cleaning and tidying the rooms is equipped with personal protective equipment.



We clean every room and area with specific detergents depending on the surfaces. The cleaning set (cloths, wipes and everything necessary for cleaning and dusting) is for single use or previously treated with products tested and registered by the Ministry of Health as medical surgical devices.

Upon arrival rooms will be delivered to the guests after a scrupulous cleaning of all the furnishings by sanitizing products. The minibar will be carefully cleaned internally and externally at each departure, as well as the products inside. Glasses and cups will be replaced at each departure, even if not used. During the guest's stay, a careful cleaning service is guaranteed by strict rules to make your holiday completely safe. On request it will be possible to buy a personal pillow that can be brought back home at the end of your stay.

The guest can ask the cleaning staff not to enter the room during the stay. The official cleaning and sanitizing seal guarantees the highest standards of hygiene and safety.

## AT THE RESTAURANT

***We will guarantee table service with the same attention as always, thanks to our waiters and chefs professionalism. At the entrance of the dining room hand sanitation is a rule that all guests must respect.***

***We will use our best attention for the sanitization of equipment and environment, to maintain the safety of all guests and of all our staff: room and kitchen staff will always have individual protective devices, necessary for their best performance.***



In the breakfast room, bar and restaurant, as well as in the other common areas, it is mandatory to respect the interpersonal distance of at least 1 meter between one person and another. The tables will also be placed distant as per ordinance, except for families or people sharing the same room.

Meals can also be consumed in the large outdoor spaces, which are equipped with all our facilities, thus ensuring relaxation and safety to the guest without the need to turn.



Breakfast will be partly served at the buffet, protected with special panels, with the support of our staff who will follow you in your choice and partly served at the table according to your preferences. You will find the same quality and variety of products, thus enjoying all the tasty food prepared at home by our chef-pastry chefs.

The restaurant service during lunch and dinner will be carried out at the table: each day a different menu will be offered. You will be able to choose appetizers, first and second courses, as well as sweets and fruit at the buffet (screen-protected) that will be served with the help of our staff.

Our customers can choose to have their meals in the large outdoor space, thanks also to the takeaway basket service (to be ordered).

## BEACH RESTAURANT

*The restaurant on our private beach has got all the necessary space to avoid gatherings and long queues. However, we recommend to book your table in order to provide the best quality service in compliance with all the rules.*



A setting has been defined to ensure adequate distances among our guests. In any case there you can order your lunch directly at your sun-umbrella.

## ON THE BEACH

*Even on the beach distance is the main measure that everyone must observe responsibly, both on the sand than during the bathing. The umbrellas of our private beaches have always been arranged with a space of at least 5mt each other to ensure the privacy of guests, now it will be also for their safety. The sun beds will be positioned 1.5 mt apart.*



Our stewards are always available to give you all the information about the rules to follow and the hygiene practices that are carried out.



Maintenance of cleanliness and hygiene will be more frequent. The sun beds and beach equipment will be sanitized at each departure. Disinfectant gels are available to customers and staff for frequent hand cleaning (particularly near showers, services, toilets, play areas and bars).

## AT THE SWIMMING POOL

*The swimming pool is a safe place thanks to the presence of chlorine. Even in this area it is important to respect the safety distances both in the water and by the pool.*



The sun beds and umbrellas will always be available to guests and will be arranged with the right distance. Please use sun beds and umbrellas for the time necessary to relax. Please avoid to leave your sheet occupying the position when you are not present. The staff will also take care of the water quality control.

## AT THE MINI CLUB

Where provided, the Mini Club will be organized in compliance with the dispositions to guarantee the safety of your children.

## AT THE WELLNESS CENTER

*The Spa entrance with hydromassage, steam bath and Finnish sauna will be temporarily closed. It is however possible to book all other wellness and / or treatments.*



Operators will always be equipped with personal protective equipment necessary for the proper performance of their work. Where present, the swimming pool inside the wellness center will be available; it is recommended to follow the regulations in force. All cabins and rooms will be sanitized according to the current sanitization protocol.

## PARKING



We suggest our guests to park by themselves their cars, but of course the car parking service by our staff is always available. Our employees are equipped with all the necessary devices.



We thank all our guests for their collaboration and remind them that a mask is required in case it is not possible to keep the safety distance towards other customers and hotel employees.

Finally, we point out you that this protocol is adapted to each establishment of the Batani Select Hotels group, according to the facilities provided within each hotel.

NB. This protocol has been drawn up on 5/25/2020 and could be change due to any updates and / or governmental obligations.



THE PERFECT EXPERIENCE *Batani*

GRAND HOTEL RIMINI  
GRAND HOTEL DA VINCI  
HOTEL PALACE  
HOTEL AURELIA  
GRAND HOTEL GALLIA  
HOTEL DOGE  
HOTEL UNIVERSAL  
HOTEL MIRAMONTI



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