



WELCOME

Security Protocol

#FeelMoreSafe

Reception and Common Area

Access mode

- Access to the facility is regulated in accordance with current regional legislation. It is provided the opportunity to detect the temperature of guests at the entrance or to request self-certification to ensure that subjects not in perfect health do not have access to the property.
- Procedures for detecting body temperature at each shift start for service staff
- Constant use of the mask for service staff, also called upon to sanitize the hands with the appropriate gel based on alcohol after every check-in procedure / check-out
- Vertical signage and ground stickers to help guests maintain distance
- Separate path for guests who need access to check-in or check-out procedures
- Bulkhead in plexiglass on the reception desk
- Alternative web check-in procedures and tablet for arrival registration to facilitate contactless



Reception and Common Area

Sanitation Protocol

For the cleaning and sanitization of reception and common areas, these measures are implemented:

- A sanitizing carpet has been prepared at the entrance of the Hotel
- The furnishings are washed and sanitized at least with more frequent revisions in according to the influx of guests
- The floors are washed and sanitized at least twice a day with frequent cleaning, in according to the influx of guests, with cloths soaked in a suitable detergent
- Carpets, decorative cushions and other furnishing accessories have been removed to facilitate the maintenance of hygiene standards
- Paper material not strictly necessary has been removed.
- The service staff constantly uses the mask and is called to sanitize the hands with the appropriate gel based on alcohol after every check-in procedure / check-out
- Staff shall be subject to body temperature detection procedures at each start of the shift



Elevator

Sanitation Protocol

For cleaning and sanitizing lifts, these measures are implemented:

- Floors and walls are washed and sanitized with frequent revisions according to the influx of our customers
- Internal and external control panels and support bars are cleaned and sanitized at varying frequencies according to peak times
- Access is allowed to individuals or households (as persons sharing the same room)
- Our guests are invited to the use of disposable paper towels for the use of the push-button panel or, alternatively, the hands are sanitized with disinfectant gel at the entrance and exit of the lift

Bagni comuni

Sanitation Protocol

PUBLIC TOILET

- For the cleaning and sanitization of common bathrooms, these measures are implemented:
- The sanitary and all accessories are washed and sanitized with frequent revisions according to the influx of our guests.
- The floors are washed and sanitized, with frequent revisions, where necessary, according to the influx of our guests.
- All our guests are invited to use the disinfectant gel at the entrance and exit and to respect the rule of social distance



