



# HYGIENE AND SAFETY PROTOCOL

*Together against Covid-19*

*These instructions are available at the reception and in your room (QR).*

*If you have any questions, please contact the reception (19), where we are at your entire disposal. In case of suspicion of fever, cough, or sickness during your stay: please contact the reception from your room (19), who will give you instructions and will guide you.*

## To wash your hands:

- Hydroalcoholic gel is available at reception and on all floors.

## Your arrival at the reception:

- The use of a mask is not mandatory in enclosed spaces for public use (restaurants, bars, tourist accommodation, spas, cultural and sports facilities, etc.), nor in public and open spaces.

## Your internal movements in the Hotel:

- Presence in the hotel lounge to work or talk is of course authorized.
- You will enter the restaurant accompanied by our staff who will assign you a table according to your needs and in accordance with the preventive measures in force.
- The customer cannot move the tables as they are positioned in such a way as to respect the safety distance required by the covid measures.
- All dining room and kitchen staff will wear masks at all times.
- Avoid touching the reception desk or the doors without first disinfection of the hands.

## At the end of your stay:

- On the day of your departure, we ask you to leave the room before 11.00 am and to leave the windows open.
- The key to your room must be left at the reception. Magnetic cards are disinfected after your stay.
- For payment and all transactions, it is recommended to use a **contactless** credit card. The EPT is protected and disinfected by our staff after each use.
- Clean your hands before and after each transaction with hydroalcoholic gel.
- The invoice will be sent to you by email.

## Your apartment:

- Your apartment has been intensively cleaned with chlorinated and alcoholic cleaning agents, and all hard surfaces have been disinfected.
- As a special service, we submitted your apartment to a treatment with a **professional OZONE generator** (no chemicals). This ensures that all materials in the apartment as well as the ambient air are disinfected. (which allows the elimination of viruses, bacteria and moulds as well as micro-organisms with allergic effect).
- For any stay longer than 2 nights, we step in your room after the 2nd night:
  - We then ask you to air your room and to inform us when you leave your apartment.
  - Change of bed sheets for stays longer than 6 nights.