

## COVID-19 INFORMATION - HEALTH, PRIVACY & SAFETY MEASURES FOR OUR GUESTS

Dear Guests,

We are pleased to inform you that in order to protect your health we have adopted specific operational procedures, cleaning and disinfection protocols of our properties in compliance with the current law regulations and recommendations.

Moreover our staff is fully vaccinated against Covid-19.

### Cleaning and disinfection of the house

According to our concept, to comply with Covid-19 disinfection protocols and also to respect nature and ensure an even more safe environment, we have decided to use **ecological cleaning & disinfection products containing natural biodegradable tensioactives and 75% ethanole**:



- ✓ After any check-out **ventilation, careful cleaning and disinfection** of our properties will be carried out in compliance with government protocols, with special focus on **fabrics and mostly touched surfaces**;
- ✓ We will proceed to periodic cleaning and disinfection of air conditioning filters;
- ✓ Linen will be always cleaned and disinfected at high temperature in our laundry;
- ✓ During cleaning operations our staff will always wear **PPE** (gloves, suits and face masks).

### Check-in, stay, check-out

Since the beginning a personal welcoming and a special attention to our guests' needs have always been among our assets, and we do not intend to renounce to this approach although we realize the importance to reduce the check-in time by introducing some on line services to furtherly protect your health:

- ✓ your id cards/passports will be registered before arrival;
- ✓ Our reception staff will welcome you at the agreed time **respecting social distancing and using face mask**;
- ✓ We invite you **to always use your face mask** every time our reception staff or cleaning staff will be present;
- ✓ For any support during your stay, except for urgent cases our reception staff will be at your disposal via whatsapp;
- ✓ At the entrance **hand disinfectant** will be available, to keep hygiene inside we suggest you to use it returning home from your day trips;
- ✓ **Our special activities** will be arranged respecting safety measures and social distancing;
- ✓ Please **do not delay departure after the check-out time** in order to allow our staff to enter for cleaning and disinfection operations.