

## **Your HOLIDAY in total safety**

We look forward to welcoming you as well as possible, guaranteeing maximum relax in total safety.

This means protecting your and our health in the best way, respecting the protocols and requirements of the authorities.

Here is what we do:

- . we sanitize the room at each departure, so as to welcome the next guest in a totally safe environment;
- . we sanitize common areas and surfaces of greatest contact several times a day, such as handles, switches, lifts and relative push-button panel;
- . we provide sanitizing dispensers in all common areas, which in turn will be aired and sanitized at regular intervals;
  
- . we provide our guests, both in the room and in the common areas, with useful information on the rules to be respected to safeguard everyone's health;
- . we trained our staff, always equipped with masks, to ensure that safety distances and all anti-contagion rules are respected;
- . we have defined a layout of the spaces in the restaurant and bar so as to ensure adequate distances between guests. Breakfast, lunch or dinner will be served directly at the table, respecting the quality and variety that we usually offer;
- . together with Caorlespiaggia we have defined an arrangement of the spaces between the umbrellas on the beach in order to ensure the adequate distances provided for by current legislation, providing for the daily sanitization of the sunbeds.

## **USEFUL INFORMATION FOR CUSTOMERS**

### **RECEIPT**

At the reception and in all common areas it is mandatory to respect the interpersonal distance of at least 1 meter and wear the mask. Guests may be subjected to body temperature control, preventing access in the case of temperatures > 37.5 ° C.

Alternatively, a questionnaire can be completed certifying that the temperature has been measured at your home and that it does not exceed 37.5 ° C.

To avoid waiting, an online check-in service and, if necessary, scheduled check-out will be encouraged.

The receptionists will have protective devices, masks or screens: we will avoid shaking hands and hugging guests, but we will ensure our usual cordiality (we will smile with our eyes ...).

As far as possible, separate entrance and exit routes are provided in the hote

### **IN THE ELEVATOR**

We recommend entering the lift alone or with your family. The use of lifts must always allow respect for interpersonal distance and requires the use of a mask except for people who share their room. At the elevator entrance, on each floor, you will find hand sanitizing dispensers.

## CLEANING ROOMS

In the various floors and work areas it is mandatory to respect the interpersonal distance of at least 1 meter. During the cleaning of the rooms the guest must not be present, and must leave the room if possible with the windows open. Cleaning staff will always be equipped with gloves and a mask.

The room will be delivered after a careful sanitization of all the furnishings, curtains, bedspreads, linens, bathroom. In the following days, a careful cleaning of the room will be done where strict protocol rules will be respected for honeycombs to live the holiday in complete safety.

The guest is entitled to request that during the stay the cleaning staff do not enter the room, communicating it to the reception in advance (by typing number 9 from the room telephone).

## FOOD

At the entrance of the restaurant, bar and common areas, it is always mandatory to respect the interpersonal distance of at least 1 meter. The tables will also be positioned to enforce this distance, with the exception of households.

The room and kitchen workers will have the personal protective equipment necessary for the proper performance of their work (masks and / or gloves).

We will guarantee table service with the same attention and care as always, thanks to the professionalism of our waiters and chefs.

Hand hygiene and the use of a mask at the entrance to the dining room is a rule that all guests must respect (except for families). The environment and equipment will be sanitized regularly with maximum attention.

You can also choose to enjoy breakfast, lunch and dinner with our take-away service; ask for information at the reception.

Our meal times:

Breakfast: 7.30 to 10.45

Lunch: from 12.30 to 14.00

Dinner: 19.30 to 21.00

## BEACH

Even on the beach, interpersonal distancing is the first measure that everyone must responsibly observe, both on the sand and when bathing.

A more thorough and more frequent plant sanitation plan is provided. You will be able to enjoy tranquility in a safe, even more exclusive environment, with ample spaces between the umbrellas, as required by the new provisions. The beds will be arranged with distances not less than 1.5 m between them. Outdoor use of the mask is not mandatory.

## POOL

The entrances will be organized by reservation. Even in the swimming pool, interpersonal distancing is the first measure that everyone must responsibly observe, both in the solarium and in the moment of bathing (except for families).

Hand hygiene and showering at the entrance of the swimming pool is a rule that all guests must respect.

The beds will be arranged with distances not less than 1.5 m between them. Outdoor use of the mask is not mandatory.

## GAMES AREA FOR CHILDREN IN THE HOTEL

We have decided to keep the children's play area, indicating the maximum number of children allowed inside the area, which will be equipped with products for hand disinfection at the entrance. For each child, 1 parent must supervise in accordance with the instructions. As in other common areas, the use of a mask is required except for children under 6 years.

#### USEFUL EMERGENCY NUMBERS

##### IN THE EVENT OF NIGHT EMERGENCIES:

- . Dial the internal number 150 from the room telephone
- . Call the numbers +39 333 8445216 or +39 3299882375
- . First aid: 118
- . Carabinieri: 112
- . Police: 113
- . Firefighters: 115

## RICEVIMENTO

Alla reception e in tutti gli ambienti comuni è obbligatorio rispettare la distanza interpersonale di **almeno 1 metro** ed indossare la mascherina. Gli ospiti potranno essere sottoposti al **controllo della temperatura corporea**, impedendo l'accesso in caso di temperatura > 37,5°C. In alternativa, potrà essere compilato un questionario attestante l'aver effettuato la misurazione della temperatura presso il proprio domicilio e che questa non risulti superiore ai 37,5°C.

Per evitare attese sarà incentivato un servizio di **check-in** online e, se necessario, il **check-out programmato**.

Gli addetti al ricevimento avranno dispositivi di protezione, mascherine o schermi: eviteremo di stringere la mano ed abbracciare gli ospiti, ma assicureremo la nostra consueta cordialità (sorrideremo con gli occhi...).

Sono previsti in hotel, per quanto possibile, dei **percorsi separati** di entrata ed uscita.

## IN ASCENSORE

Consigliamo di entrare in ascensore da **soli o con il proprio nucleo familiare**. L'utilizzo degli ascensori deve sempre consentire il rispetto della distanza interpersonale e richiede l'uso della mascherina ad eccezione di persone che condividono la propria camera. All'ingresso dell'ascensore, ad ogni piano, troverete distributori di **igienizzante mani**.

## PULIZIE CAMERE

Nei vari piani e nelle aree lavoro è obbligatorio rispettare la distanza interpersonale di almeno 1 metro. Durante la **pulizia delle camere l'ospite non deve essere presente**, e deve lasciare la camera possibilmente con le finestre aperte. Gli addetti al servizio di pulizia saranno sempre dotati di guanti e mascherina.

La camera verrà consegnata dopo un'attenta **sanificazione** di tutti gli arredi, tende, copriletto, biancheria, bagno. Nei giorni successivi sarà fatta un'attenta pulizia della stanza dove verranno rispettate rigide regole di protocollo per farvi vivere la vacanza in piena sicurezza.

E' facoltà dell'ospite richiedere che durante il soggiorno il personale addetto alle pulizie non faccia ingresso in camera, comunicandolo alla reception preventivamente (digitando il n. 9 dal telefono della camera).

## RISTORAZIONE

All'ingresso del ristorante, del bar e degli spazi comuni, è sempre obbligatorio rispettare la distanza interpersonale di almeno 1 metro. Anche i **tavoli** saranno posizionati in modo da fare rispettare questa distanza, ad eccezione dei nuclei familiari.

Gli **addetti** di sala e cucina avranno i dispositivi di protezione individuale necessari al corretto svolgimento del loro lavoro (mascherine e/o guanti).

Garantiremo il **servizio al tavolo** con la stessa attenzione e cura di sempre, grazie alla professionalità dei nostri camerieri e chef.

**L'igienizzazione delle mani e l'uso della mascherina** all'ingresso della sala da pranzo è una regola che tutti gli ospiti devono rispettare (ad eccezione dei nuclei familiari). L'ambiente e le attrezzature verranno sanificati regolarmente con massima attenzione.

Puoi anche scegliere anche di gustarti colazione, pranzo e cena con il nostro servizio take-away; chiedi informazioni alla reception.

I nostri orari dei pasti:

Colazione: 7.30 alle 11.00

Pranzo: ingresso primo turno dalle 12.30 alle 13.00 – ingresso secondo turno dalle 13.30 alle 14.00

Cena: dalle ore alle ore

### SPIAGGIA

Anche in spiaggia il **distanziamento interpersonale** è la prima misura che tutti dovranno responsabilmente osservare, sia sulla sabbia, sia nel momento della balneazione.

E' previsto un piano di igienizzazione dello stabilimento più approfondito e più frequente. Potrai godere di tranquillità in un ambiente sicuro, ancora più esclusivo, con ampi spazi tra gli ombrelloni, come previsto dai nuovi provvedimenti. I lettini verranno disposti con distanze non inferiori ad 1,5 m tra loro. All'aperto non è obbligatorio l'uso della mascherina.

### PISCINA

Gli ingressi saranno organizzati su prenotazione. Anche in piscina il **distanziamento interpersonale** è la prima misura che tutti dovranno responsabilmente osservare, sia nel solarium, sia nel momento della balneazione (ad eccezione dei nuclei familiari).

L'**igienizzazione delle mani e la doccia** all'ingresso della piscina è una regola che tutti gli ospiti devono rispettare.

I lettini verranno disposti con distanze non inferiori ad 1,5 m tra loro. All'aperto non è obbligatorio l'uso della mascherina.

### AREA GIOCHI PER BAMBINI IN HOTEL

Abbiamo deciso di mantenere l'area giochi per bambini, indicando il **numero massimo** di bambini consentiti all'interno dell'area, che verrà dotata di prodotti per la disinfezioni delle mani al suo ingresso. Per ciascun bambino dovrà vigilare **1 genitore** nel rispetto delle indicazioni previste. Come nelle altre zone comuni, è richiesto l'uso della mascherina ad eccetto dei minori di 6 anni.

## NUMERI UTILI DI EMERGENZA

### IN CASO DI EMERGENZE NOTTURNE:

- . Comporre dal telefono della camera il numero interno **150**
- . Chiamare i numeri **+39 333 8445216** oppure **+39 3299882375**
- . Pronto soccorso: **118**
- . Carabinieri: **112**
- . Polizia: **113**
- . Vigili del fuoco: **115**

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Our meal times:

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Lunch: first shift entry from 12.30 to 13.00 - second shift entry from 13.30 to 14.00

Dinner: from hours to hours

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