



COVID-19 updates: committed to delivering a clean and safe environment through health and safety Protocol.

With over 50 years of experience in hospitality, our aim is to protect health and safety of our guests and we have implemented the following sanitization measures to allow an even safer and more serene experience at our hotels, for business and/or leisure holidays.

SANITIZATION MEASURES



Hand sanitizing stations are being installed at hotel entrances, at our front desks, our elevator banks, conference facilities and common areas.



We have implemented the sanitation of the rooms, as well as for public spaces and high-traffic areas with recommended cleaning agents.



All our staff has been trained to know the procedures relating to COVID 19. All collaborators are equipped with individual safety devices.



A new set up and signage in restaurants and breakfast rooms will remind our guests to maintain social distancing. Meals are served directly at the table, with the same variety and quality of the products previously offered.



Useful information are available for our guests on the rules and procedures relating to Covid 19, to be respected in order not to take risks and safeguard everyone's health. You will find this material in the rooms and common areas.



All rooms are equipped with a protection kit for personal use.

In case a person inside the hotel has fever and signs of respiratory infection (dry cough, fever, sore throat, respiratory distress), he/she must promptly notify to the management. This information must be made by telephone, through the reception. The management promptly informs the competent health authority and the doctor.

In order to minimize the risk of infection, while waiting for the arrival of the doctors, the following measures must be taken:

- make him/she wear a surgical mask;
- minimize contact with other people;
- conduct he/she to his/her room or to an isolated environment with the door closed, ensuring adequate natural ventilation;
- exclude the air recirculation system, if possible;
- any forms of assistance, connected to urgent needs, must -be carried out by people in good health, who use the appropriate personal protection equipment; and in this case are use facial protection devices, sanitary clothes covers and FFP2 mask;
- wash your hands with a hydroalcoholic solution before and after having contact with the person or the environment;
- pay particular attention to parts of the body that may have come into contact with this person's fluids (respiratory secretions, urine...);
- have the patient dispose of the paper tissues used in a waterproof bag; the bag will be disposed with the infected materials produced during the health activities of the first aid personnel.

RECEPTION

At the reception desk and in the public areas, the interpersonal distance of at least 1 meter must be respected. To facilitate the check-in, an online check-in service and multiple workstations have been activated to avoid queues, with scheduled check-in and check-out. All receptionists are equipped with protection devices, masks or screens, as needed; we maintain the usual kindness while welcoming guests, but we cannot shaking hands, hugging or kissing guests. You can feel that under the mask we always have a big SMILE! Hand sanitizer dispensers you will find at the hotel entrances. Protection kits (mask, gloves, disinfectant wipes and hand gel) are also available on request.

PARKING

It is recommended to park the car by yourself. If not possible, before accessing the guest's car, the park valet wears gloves and a mask, ventilate the passenger compartment and makes sure the air conditioning is off.

LIFT

We recommend to enter the lift alone or with your relatives. Please allow interpersonal distance. Only in case of guests of the same family or sharing a room, you can forget about distances. In other conditions it is necessary to use the mask. The elevator buttons will be cleaned as frequently as possible; at the elevator entrance, on each floor, you will find dispensers with hand sanitizer.

ROOMS AND APARTMENTS CLEANING

On the floors and other working or public areas the interpersonal distance of at least one meter must be respected; during the cleaning of the room, guests must not be in the room. The cleaning staff is always equipped with personal protection equipment, gloves and a mask. We use disposable cleaning material or previously treated for sanitizing. for 10 min. with a 2% sodium hypochlorite solution or with another treatment of equal effectiveness. If present, the minibar, is cleaned internally and externally at each check-out, as well as the intact packaging in the minibar. The coffee / tea tray is checked, cleaned and restocked. Glasses and cups are replaced at

every guest's change, even if not used. You will find less elements in the room: for the sanitization, it is recommended to withdraw rugs, decorative pillows and everything that cannot be subjected to an intense washing. The check-in in the room will be after careful sanitizing of all furnishings, mattresses, curtains, bedlinen, towels, shower, bathroom, tiles. You will feel super secure!

OR

Guests can request the cleaning staff not to enter in the room during their stay. If you prefer, you can decide to use our self-cleaning-kit (sponge, cleaning cloth and cleaning products) and manage by yourself the cleaning of your room / apartment.

RESTAURANT

Our Restaurant spaces have been reconfigured to ensure the correct safety distance between guests; distance of at least 1 meter between persons is mandatory. Tables are spaced at least 1 meter between themselves, except for families or people who share the same room or apartment. The restaurant- and kitchen-staff always wear a mask. To facilitate the distancing, we may use other areas inside and outside the structure, (normally devoted to other uses). You will always enjoy privacy and tranquility, in a fresh and light environment, with adequate spaces between the tables as required by the new anti-Covid procedures. We guarantee table service with our usual attention and care, thanks to the expertise of our waiters and chefs. Hand sanitation at the entrance of restaurants and bars is a rule that all guests must respect. We pay the utmost attention to the sanitization of equipment and the spaces, to protect all guests and our staff. More flexible opening hours allow moderate access to the restaurant. We are still able to surprise you with the flavors of Romagna and its genuine courses prepared with quality ingredients and lots of love in a safe way! You can also choose to enjoy your meals with our delivery service or take-away. You decide whether to consume it in your room, apartment, terrace, garden or wherever you want! For each proposal you will receive disposable containers, carefully closed. We prepare fresh and simple menus, to let you have your meal quietly.

Breakfast is served: from 7am to 11am.

MEETING & EVENTS

MEETING ROOMS

In the areas for meetings, conferences and events it is mandatory to comply with social distancing rules. We have reduced the capacity of our spaces, to safely welcome our guests, providing spaced seats and sanitizing all the rooms and areas. We are equipped with advanced technologies for your hybrid or “phygital” events. Sanitizing gel stations have been installed in the conference areas, as well as in the public spaces. The meeting spaces will be ventilated during the intervals between work sessions and sanitised after each event. All the spaces (registration desks, exhibition areas etc..) have been reorganized in order to avoid agglomeration of people. All devices and equipment available (e.g. microphones, laser pointers, etc.) are cleaned and sanitized before the first use and subsequently disinfectants are available to sanitize them after each use.

CATERING & BANQUETING

Tables and seats are spaced to guarantee the interpersonal distancing imposed. In any case, a maximum of 4 people per table is allowed, unless they are all living together. To facilitate all the operations we have a disposable menu or downloadable through the application. Business lunches: table service with spaced seats and tasting menu or served buffet (food will be served by qualified and trained staff, buffet will be with a Plexiglas separation). The self-service may possibly be allowed only with single-serving/ portions. Coffee-Breaks and Standing Cocktails: service with waiters / drinks station with dedicated staff and selection of small pastries or appetizers served to each participant. Dinners: tasting menus served and spaced tables with limited seats, except people living together.