



## COVID-19: HYGIENE AND SAFETY AT TRAMONTO D'ORO HOTEL



Tramonto D'Oro Hotel is committed to respecting all hygienic and safety measures provided by Covid-19 protocol.

The Hotel is committed to:

- Protect its customers and employees.
- Ensure the correct application of security protocols.
- Make the guests' stay as pleasant as possible.



## HYGIENE AND SAFETY - BASIC RULES



- The new standards of hygiene and cleanliness have been established in order to reduce the risk of transmission of Covid-19 for the safety of guests and staff.
- Maintaining social distancing (at least one meter) is mandatory for both guests and staff.
- Our hotel is regularly disinfected with virucidal products. Sanitation and ozonation are carried out thanks to the new Polti Sani System Check technologies and with the ozone generator STAR.
- Hand sanitizing gel dispensers are available in common areas.
- Masks are mandatory for both employees and customers.



## HYGIENE AND SAFETY - CHECK-IN



- Body temperature measurement is required at check-in using a digital thermometer. Anyone with a temperature above 37.5 ° C will not be allowed to stay. In order to protect the health of the people inside the structure and ensure the healthiness of the environment, we inform our guests we have taken some precautionary measures, as required by current regulations. In implementation of these measures, entry is not allowed to: anyone who tests positive for Covid-19, or is in any case subject to quarantine measures; to those who have had contacts with subjects who tested positive for Covid-19 in the last 14 days or to those who come from areas at risk according to the indications of the WHO; to those with fever (over 37.5 ° C) or other flu symptoms. In the event of the onset of such symptoms after entering the hotel, the customer must promptly inform the company manager, taking care to remain at an adequate distance from the others. The management will provide for activating the mandatory emergency procedures provided by current legislation on the matter. Upon entering the structure, the guest undertakes to comply with all the provisions of the Authorities and all company rules, in particular to maintain a safe distance, wear a mask when and where necessary, observe the rules of hand hygiene and maintain correct behavior in terms of 'hygiene.



## HYGIENE AND SAFETY - CHECK-IN



- Check-in time is postponed to 14:00 because additional time is required for the implementation of the new hygiene rules.
- Masks are mandatory for both staff and customers. For those who do not have it, a mask will be provided by our staff.
- Hand sanitizer dispensers are available at the reception.
- A QR code for the digital welcome booklet will be delivered in order to improve the guest experience by offering them direct access to all information and services they need for their stay on an intuitive interface, contextual and multilingual.
- The online check-in procedure is available, on request, for guests.
- Plexiglas barriers are positioned at the reception.
- The health declaration form and collecting tracking data should be compiled upon check-in.



## HYGIENE AND SAFETY - COMMON AREAS



- The common areas have been equipped with signs and dividers to allow the correct social distancing.
- Frequently touched surfaces (handrails, door handles and elevator buttons) are disinfected with virucidal products several times a day.
- Hand sanitizer dispensers are available in common areas.
- Masks are mandatory for both staff and customers.
- The toilets in the common areas are cleaned and sanitized several times a day.
- Both Suite Melina, Il Corallo and Stella Marina, which are part of the same organization, comply with the national hygiene and safety protocol.
- Public areas are ventilated daily;
- Disposable items (gloves, handkerchiefs and masks) must be thrown into a special container, with automatic lid and disposed according to the hotel and national waste protocol.



## HYGIENE AND SAFETY - COMMON AREAS



- The gym - fitness room with latest generation of Technogym equipment is open from 09:00 to 20:00. The fitness room is usable upon reservation and it is allowed to a maximum of one person at a time or to more people who are not mutually subject to maintaining interpersonal distance up to a maximum of four people and for a duration of 60 minutes. The gym will be sanitized before and after each use.
- The Turkish bath and sauna are available upon prior reservation for a fee. Use is allowed to a maximum of one person at a time or to more people who are not mutually subject to maintaining interpersonal distance up to a maximum of four people and for a duration of 60 minutes.
- The use of the lift is allowed one person at a time. For families only, the limit is the maximum capacity indicated inside. Use of the stairs is advisable.



## HYGIENE AND SAFETY - ROOMS



- Room service is delivered outside the bedroom door upon guest's request.
- Only disposable products are available in the rooms.
- All rooms are cleaned, sanitized and ventilated daily, with the addition of a certified sanitization and disinfection protocol at the end of cleaning. Sanitation and ozonation are carried out thanks to the new technologies of Polti Sani System Check and with the ozone generator STAR.
- After each check-out, all sheets, pillow cases and towels are changed and wrapped directly in the room to reduce the risk of potential transmission of the virus.
- Each room has a centralized air conditioning system and checks are regularly scheduled for the maintenance and cleaning of the systems.



## HYGIENE AND SAFETY - RESTAURANT



- Provisions have been made to ensure social distancing between the tables.
- In order to protect the health of the people inside the structure and ensure the healthiness of the environment, we inform our guests we have taken some precautionary measures, as required by current regulations. In implementation of these measures, entry is not allowed to: anyone who tests positive for Covid-19, or is in any case subject to quarantine measures; to those who have had contacts with subjects who tested positive for Covid-19 in the last 14 days or to those who come from areas at risk according to the indications of the WHO; to those with fever (over 37.5 ° C) or other flu symptoms. Upon entering the structure, the guest undertakes to comply with all the provisions of the Authorities and company rules, and in particular to maintain a safe distance, wear a mask when necessary, observe the rules of hand hygiene and maintain correct behavior in terms of 'hygiene.
- Customers are requested to sanitize their hands with the special sanitizing gel at the entrance and exit of the dining room.
- Masks are mandatory for waiters during service and for customers who are not yet seated at the table.



## HYGIENE AND SAFETY - RESTAURANT



- Menus are presented with QR code. At the customer's request, there are disposable or paper menus that are sanitized for each use.
- For breakfast, in addition to table service and buffet served by the staff in charge, we offer a free room service, with both a continental or English breakfast.



## HYGIENE AND SAFETY - POOL



- The swimming pool on the panoramic terrace is open. The sunbeds are spaced according to the health and safety measures provided for by the Covid-19 protocols.
- Hand sanitation is mandatory to access the terrace.
- Wearing a swimming cap is mandatory to use the pool.
- The pool water tests have been implemented and intensified.



## HYGIENE AND SAFETY - STAFF



- Our staff always wears a mask and has been trained to ensure compliance and vigilance of anti-contagion regulations.
- Our staff has performed hygiene training courses and is trained to follow the preventive practices adopted.
- Each staff member with a personal medical history card declares, upon hiring, with self-certification that he has not contracted SARS-CoV-2 infection and that he has not been subjected to the quarantine measure or that he has not tested positive for SARS -CoV-2. During the working period he declares that he cannot work and that he will undergo a test if the body temperature is higher than 37.5 ° C; hasn't been in close contact or in the same closed environment with a suspected or confirmed case of Covid-19 without the use of PPE; witnessed a suspected or confirmed case of Covid-19 without the use of PPE; have had symptoms of cough, dyspnoea (breathlessness), gastrointestinal disturbances. It is equipped with a disposable mask and is subjected to daily checks by measuring body temperature at the beginning of the work shift.



## HYGIENE AND SAFETY - STAFF



- The cleaning team has been properly trained to perform the new cleaning protocols.
- A Covid-19 emergency kit is available at the reception. It includes: disposable gloves, long-sleeved overalls, visor, masks, numbers and emergency procedures. Hotel staff are trained to manage first aid in the event of suspected symptoms of Covid-19 on a guest or staff member;
- Personal protective equipment is required for all staff members.
- Our staff disinfects their workstation every day at the end of their work shift.

The Management